

# XMPro Support eService

## Description of Services and Procedure to report an incident

Nov 10, 2022

### 1. Services specifically included in this Service Level Agreement.

Service	Description	Included as part of support	Example
Platform	A service incident reported regarding a configuration issue or software error that is inhibiting or impacting continued operations. This error did not arise from any changes to the platform settings made by non XMPro staff.	Yes if Subscription is paid.	<ol style="list-style-type: none"> <li>1. Software error that XMPro may need to fix via a software fix.</li> <li>2. The incident may require assistance with amending the XMPro configuration.</li> </ol>
Platform	A service incident reported regarding an issue or error that is inhibiting or impacting continued operations. The incident arising from an operational environment change.	No unless XMPro is responsible for managing the hosting platform	<ol style="list-style-type: none"> <li>1. Database permissions changed.</li> <li>2. Service accounts deleted.</li> </ol>
Application	Service tickets arising from new or changed requirements.	No	<ol style="list-style-type: none"> <li>1. Data error.</li> <li>2. Amendment to a data stream or App page.</li> <li>3. Creation of a new connector.</li> </ol>

### Services specifically excluded in this SLA

Service	Description
Major Enhancement Requests	<p>An Enhancement Request is a modification, taking more than 40 hours, to an application after User Acceptance Testing sign-off. Examples include, but not limited to:</p> <p>New / Amend App Page.</p> <p>New / Amend data stream / process.</p> <p>New / Amend Connector.</p> <p>Errors on the form, data issues, integration, errors arising from customer changes to forms.</p> <p>Note: Error messages can indicate an issue arising from this as not all error messages are exclusive to an XMPro executable error.</p>
Integration	Integration connector for data streams or processes.
Feature requests	<p>A feature request is a suggested improvement to the XMPro feature set. Examples include but are not limited to</p> <ul style="list-style-type: none"> <li>• A new feature of XMPro functionality to be included in the source code.</li> </ul>

Service	Description
	<ul style="list-style-type: none"> <li>Typically no charge however the situation exists where the customer may be asked to pay for sponsoring the feature request.</li> <li>There are a number of mechanisms to raise requests for enhancements. The support site, account manager or contact the company.</li> <li>We recommend the request be supported by a requirements statement detailing the requirement. This ensures XMPro get a better understanding of the request.</li> </ul>
Extra documentation	Further documentation required, as not defined by a SOW, is chargeable and will be quoted for.
Training new employees	Training of employees is chargeable.
Services related to a platform upgrade	Even though a new release of the XMPro platform software is included in the Annual Subscription the services to perform the upgrade on behalf of the client will be separately quoted for.

A Service Request can be logged as listed below. The count for response and resolution times only commences when the service request is correctly logged detailed the required information in the Support System. If the request is via email XMPro will register the request.

1. The preferred approach for logging a support call is via email. [support@xmpro.com](mailto:support@xmpro.com)
2. The alternate approach is via the portal. <http://www.xmpro.help/>

### XMPro Online Support

The XMPro Online Support System has built-in Intelligence to manage and escalate Service Requests as agreed with the Client. Should the system not be available due to inevitable reasons, alternative arrangements will be made with the client and notifications will be sent to the Contact Person. Planned outages will be notified via email to approved customer addressees.

### Registering a Service Request via an email to [support@xmpro.com](mailto:support@xmpro.com)

The XMPro Online Support System [support@xmpro.com](mailto:support@xmpro.com) remains the most efficient way to obtain any Service from XMPro. If the client sends an email the following information needs to be provided:

- Your name
- Company name
- Project name and site
- Implementation Partner if applicable
- Your contact details including a phone number
- Environment background and any recent changes to the environment
- Error message, explanation of your problem or description of your Service Request
- Rate the urgency of the problem or request
- Actions taken to solve the problem if applicable

The Service Request will be registered on the Online Support System. You will receive a Service Request reference number to enable you to follow up on your request.

After logging your call you will be kept informed online. You can keep track of the progress by using the on-line Support Center. Sign on using your username and password and track the progress. All Service Requests are monitored and escalated as per our Service Levels Standards.

### The Support Process

The request will be logged in the Online XMPro Support System. An agreed priority will be assigned and a unique tracking number will be provided to the client to enable them to track the progress.

- *The client is informed online*

The status and full history of your call will be available for your review via <http://www.xmpro.help/>

- *The problem is escalated*

If the problem is not solved within the standard response time it is automatically escalated to other departments in XMPro and to XMPro Management.

- *XMPro utilizes Interactive Support*

XMPro utilizes Microsoft Teams. We can also access Customer supplier communication platforms, example GoToMeeting or WebEx to view the client’s problem while the user explains.

- *Potential training needs are identified as part of the support process*

Analyzing support statistics enables XMPro to identify potential training needs. These training needs will be formally communicated to the client.

- *Continuous improvement of the support process*

We appreciate our client’s feedback on each incident and use the feedback to improve our process. A formal online survey will be the last step in this process.

The XMPro Online Support System will provide the Client with the details of the service calls logged and specified statistical analysis of their outcomes. This will enable the Client as well as XMPro to measure the success of the support service and to assist in the identification of possible training requirements.

## 2. Service Performance Level

XMPro will employ the following performance metrics to monitor or track service requests logged and report on performance:

Performance Metric	Description		
<b>Response Time</b>	<p>This metric defines the maximum system response time. The response and resolution only calculated on agreed working hours. The time count only begins from the point the support call is correctly logged in the system. Logging on the support site is the preferred method.</p> <p>Any delays in getting access to the appropriate staff or servers will suspend the count.</p> <p>Refer to our standard customer support response times below.</p>		
<b>Customer Support</b>	<p>This metric includes the typical help desk problem reporting and problem resolution guarantees based on severity level. Severity level and response and resolution times are assigned according to their impact on clients. The following acceptable response times have been negotiated between XMPro and the Client.</p>		
	Severity Level	Description	Response Time based on business days - Dallas TX.
	1	Critical – The XMPro solution is down or unable to access data (it is a time critical process / solution).	Response in 2 working hours; Remedy and resolution within mutually agreed timeline
2	Urgent – It is a time <i>critical business function</i> out of action or malfunctioning. The problem is seriously affecting daily	Response in 1 working day; Remedy and resolution	

Performance Metric	Description		
		business. The process or software is useable, but part of the process / software is not functioning correctly.	within mutually agreed timeline
	3	Routine – It is a non-time critical function out of action or malfunctioning, not seriously affecting daily business.	Response in 3 working days; Resolution within mutually agreed timeline
	4	General: Advice or information requested regarding XMPPro software or a modification to software request (service cost).	Information as soon as possible
<b>Availability</b>	This metric includes system availability guarantees over a period of time. The Supported platform will be available 98% of the time, 7 days a week, and 23.5 hours per day.		

### 3. Service Provider and Client Roles and Responsibilities

Both the Service Provider and the Client have responsibilities in support of the service delivery process.

XMPPro, as the **Service Provider**, has the following duties and responsibilities:

- *Meeting response times associated with service related incidents.*
- *Generating service level reports for customer.*
- *Training support staff on appropriate service support tools.*
- *Notifying customers about all new releases and upgrades.*
- *Developing and maintaining XMPPro specific system related documentation.*
- *Managing user accounts of Support System.*

**The Customer** has the following duties and responsibilities:

- *Adhering to any related policies, processes and procedures as defined in this agreement.*
- *Reporting problems using the problem reporting procedures described in the SLA.*
- *Scheduling in advance all service related requests and other special services with the Service Provider.*
- *Developing and maintaining process related documentation (this will be together with the implementation partner if applicable).*
- *Making customer representative(s) available when resolving a service related incident or request.*
- *Providing reasonable access to the client solution environment.*
- *Communicating when system testing and/or system maintenance may cause problems that could interfere with standard business functions.*
- *Communicating hardware and software changes in the direct applicable IT environment.*
- *Notifying the XMPPro Agreement Manager as soon as the Client Primary Contact Person or the Client Stand-In Person changes.*

The Client's sole point of contact for all communications with XMPPro pursuant will be communicated with the Service call.

XMPPro uses its reasonable endeavors to contact the Primary Contact but if unable to do so, it may contact the following nominated Stand-in Contact (again, unless otherwise notified by the Client in writing from time to time):

#### 4. Problem Reporting and Escalation

If the problem is not solved within the standard response time it is automatically escalated to other departments within XMPro and to XMPro Management. If it is believed that the incident is not being investigated, or has not been resolved to your satisfaction, please email the Client Services Manager [info@xmpro.com](mailto:info@xmpro.com). Detail the reason for your dissatisfaction and highlight the impact of the problem on your business. The matter will be discussed with the relevant individuals and a written response (email) will be returned.

#### 5. Key Performance Indicators

**The Customer** and XMPro have agreed upon the following the following as key performance indicators for XMPro's service performance:

- *Response to incidents within standard response time associated with the applicable severity level.*
- *Escalation of all incidents not responded to or not resolved within the standard times as specified in this agreement.*
- *Communication to the client at the following milestones:*
  - *Successful logging of the incident with a reference number.*
  - *Email on successful resolution of incident or when the call is closed.*
  - *Email on escalation of incident.*
  - *Functionality enabling the client to track the status of the logged incident online.*
  - *Incident statistics available as online reports.*
  - *Survey statistics available as an online report.*
- *Regular review of Service Level Agreement as specified in this agreement.*

#### 6. Closing of an incident

An incident can only be closed by the person logging the call, or by the XMPro Service Manager. If more information was requested from the client and no feedback has been received for a reasonable length of time, the support consultant will send the client a message informing him / her that the call will be closed within 2 working days if no information is received. Only the XMPro Service Manager will be able to close these calls.

All calls can be re-opened online at any time.

#### 7. Service Reports

Service reports are available on <http://www.xmpro.help/> with the appropriate access rights will be able to view this information. This will usually be the Primary and Stand-In Contacts as identified by the Client. The Client can however nominate other individuals as required.