

## IZAC SUPPORT

As an IZAC Support customer, you'll be able to tap into our knowledge, expertise, innovation and support to get the most out of your solution. Our world-class support engineers will make your operation smooth.

IZAC offers a full range of Service Level Agreements (SLAs) to match your business needs. With a Support subscription, you'll get direct and immediate access to our highly qualified team of engineers who are available to help you.

### Resources Available to Premium Support Customers

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#### Global Technical Support

- Answer your technical questions
- Respond to all incidence reports
- Notify you of product updates

- Help you with any installation/configuration issues

- Explain routine maintenance procedures
- diagnose any application or system issues

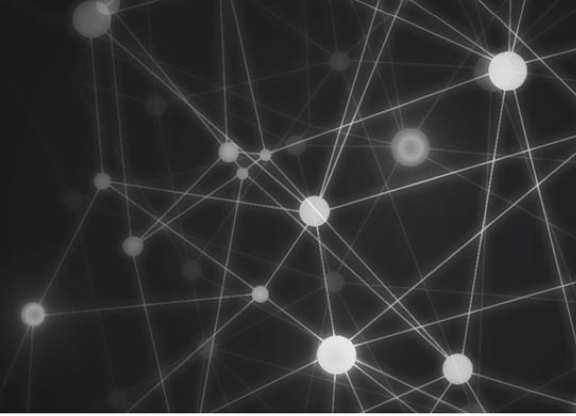
- Assist you with licensing or upgrading issues

- Provide you with any necessary bug fixes and patches

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#### Professional Services

In addition to our support offerings, our Professional Services Consultants are available to help you throughout all phases of your project at additional cost.



## SEVERITY

Severity	Definition
1	A major error that severely impacts the customer's use of IZAC Platform for Production purposes, such as the loss of Production data or production system outage
2	An error within IZAC platform where the customer's system is working but in a degraded or limited capacity. It includes issues which cause significant impact to customer operations and productivity.
3	An error that involves partial or non-critical loss of functionality on production environment
4	A low priority request for information also known as Knowledge ticket

## TICKET RESPONSE AS PER SEVERITY

Initial Response Time	TAM	S1	S2	S3	S4
24x7 Gold	✓	Within 1 hour	Within 2 hours	Within 8 hours	Within 1 business day
24x7 Premium	✗	Within 1 hour	Within 2 hours	Within 8 hours	Within 1 business day
8x5 Standard	✗	Within 1 Business hour	Within 2 business hours	Within 8 business hours	Within 2 business days



# Support to match your personal needs

## SERVICE LEGAL AGREEMENT

	S1	S2	S3	S4
<b>Priority</b>	Initial response time mentioned above	Initial response time mentioned above	Initial response time mentioned above	Initial response time mentioned above
<b>Updates</b>	Updates from IZAC will be delivered to the customer <b>every hour</b> unless both parties agree upon a different frequency	Updates from IZAC will be delivered <b>every business day</b> unless both parties agree upon a different frequency	Updates from IZAC will be delivered <b>every 5 business days</b> (unless both parties agree upon a different frequency) until resolution is identified.	Updates from IZAC should be delivered <b>every 7 business days</b> unless both parties agree upon a different frequency, until resolution is identified.
<b>IZAC Responsibilities</b>	IZAC Resource dedicated 24x7 until a workaround or resolution is in place.	IZAC Resources available Monday through Friday during local business hours until a resolution or work-around is in place	IZAC Resources available Monday through Friday during local business hours until a resolution or work-around is in place.	IZAC Resources available Monday through Friday during local business hours until a resolution or workaround is in place.
<b>Customer Responsibilities</b>	Customer resource available 24x7* Ability to provide necessary diagnostic information <i>*If the assigned engineer cannot reach the customer within 4 hours, the priority is temporarily lowered.</i>	Resources available Monday through Friday during local business hours until a resolution or workaround is in place. Ability to provide necessary diagnostic information.	Resources available Monday through Friday during local business hours until a resolution or workaround is in place. Ability to provide necessary diagnostic information.	Resources available Monday through Friday during local business hours until a resolution or workaround is in place. Ability to provide necessary diagnostic information.
<b>Examples</b>	Production system down. Severe production data loss or substantial data unavailable on IZAC based systems.	Issues that are impairing, but not causing a total loss, of mission-critical functionality. Intermittent issues that affect mission-critical functionality. Redundancy of critical software components. Inability to deploy a feature.	Issues in the software or on the system that are not causing impact to mission-critical functionality. Non-repeated issues that have impacted mission-critical functionality but have since recovered. Issues seen in a test or pre-production environment that would normally cause adverse impact to a production cluster. Time-sensitive questions or information requests. Workaround in place for Priority 1 and Priority 2 issues.	Information requests. Standard questions on configuration or functionality of software.