MODERN Requirements

Modern Requirements
Support Options

There are many ways to get help and support with Modern Requirements. We offer a variety of resources on our website under the Help Center as well as via email, live chat, phone and more.

Support Hours

We offer support between Monday and Friday during the following hours:

US / Canada 8:30 am – 6 pm Eastern Standard Time

UK / Europe 9 am – 6 pm UK time

Asia / Pacific 8 am – 6 pm AEST time

We offer support coverage during the business day for each region in their own time zone. After-hours coverage is also available for an additional cost.

Average Response Times

We always aim to get back to you within a timely manner. The following is our 'Not to Exceed' response times from when we receive your inquiry via email or phone. These are calculated based on the issue impact reported by the client:

High – 2 hours or less via email or phone
Defined as system down, client cannot get work done and directly impacts operations

Medium – 4 hours or less via email or phone
Defined as significant impact, but client workaround identified

Low – 6 to 8 hours via email or phone
Defined as affects client workflow but does not impact operations

Online Support Portal, iSTEP

All issues must be registered within our online support portal, iSTEP. Clients who would like to log an issue can upload associated screenshots or artifacts and track its status. We also request that clients include the impact in the subject line of any issue registered.

Clients can also supplement their issue with emails sent to

✉ **support@modernrequirements.com**

or by calling us at

📞 **416 469-3131 x3** or **647 258-4766**

for the Europe / Asia / Pacific region.

* If an issue is not responded to within the above-mentioned timelines or in a way in which they are not completely satisfied, client personnel can escalate the issue's resolution to the attention of Modern Requirements executives by sending an email to supportescalation@modernrequirements.com.

* Response time is defined as a support person will acknowledge receipt of the issue, ask initial clarification questions and begin working on the issue. It is not meant as a resolution timeframe, since issue resolution will depend on the nature of the issue.

Issue Resolution and Deployment

Once our support personnel understand the issue that is being reported, they will attempt to replicate it using a virtual machine that is similar to each client's environment and configuration. They may request supplementary information, including error logs or screenshots.

Issues that are found to be user, training or environmental issues are resolved right away; otherwise, once the issue can be replicated, it is categorized in one of the following buckets:

- **Defect**
- **Enhancement**
- **Feature Request**

All the above buckets are prioritized based on their severity and the work involved in providing a resolution. For critical issues, a workaround is usually found right away. The prioritized resolutions to the issues reported are then delivered to our clients in the one of the following ways:

- A patch is developed and sent
- A resolution is included in the next release of Modern Requirements4DevOps
- The item is placed in priority sequence on our product roadmap
- A client funded development project is scheduled to provide the enhancement in a timeframe more suitable to the client's needs

Software Upgrades

Clients covered by an annual support and upgrade contract have access to all software upgrades and enhancements release during the contract period at no additional cost. Maintaining current support coverage is mandatory for all clients utilizing SaaS offerings.

Cloud-Based Deployments

Microsoft provides a 99.99% SLA for Azure DevOps, where your data is stored, and Modern Requirements provides a 99% uptime for cloud-based (SaaS) deployments, measured monthly.