



## SUPPORT SERVICES

### Product Support Plans

All support plans include a dedicated customer support site and all major and minor upgrades to the product.

#### North American – Standard Maintenance

The basic core support that provides email support 9 a.m. to 5 p.m. EST (M-F). Unlimited email tickets, telephone message center.

#### International

The basic core support that provides email support Monday-Friday 9 a.m. to 5 p.m. GMT (M-F). Unlimited email tickets, telephone message center.

#### Premium

The Premium package offers additional hours of coverage for those companies operating in additional time zones with response time of less than 12 hours for an engineer. Unlimited email tickets, unlimited telephone call center, 4 a.m. EST to 8 p.m. EST (M-F).

#### Premium 7 x 24

Provides full coverage 360 days a year with 4 hour response time to an engineer for critical issues. Includes dedicated telephone line.

### Key Features

- Dedicated Support site with alerting capability of new releases
- All minor and major releases of products included
- Support center staffed 7x24 with key engineers on call for Premium packages
- All plans utilize web technology for interactive investigation of customer environment (if required)
- Support available in English, other languages available upon request in Premium packages
- On-site Support available on a time and material basis

Synergy authorizes two (2) support contacts to open support tickets and have access to the Synergy Support Site. Support requests will be made from the Client's authorized help desk by designated users identified in Synergy's CRM system. All authorized customers need to ensure contact information is provided and is up to date. For any changes to the named contacts, Synergy will require 24 hours for validation. If more than 2 authorized contacts are required for access, additional support fee will be charged.

### Product Support Options

Support Package	Coverage (GMT)	Response Time	Software Updates	Named Contacts																																																																										
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## Maintenance and Support Services

Provides major and minor point releases for the software products at no charge. Synergy product releases will be available as a new version within 90 days of the general availability of the Content Server release.

## Support Tickets

When contacting Synergy to report an issue, a support ticket will be created to track the resolution. Tickets are created by sending email to support@synergy.com, via phone, or on your dedicated customer support site. Tickets are created with a tracking number and the following information is required to be provided:

1. Contact Name:
2. Company Name:
3. License Product and Version:
4. Phone number:
5. Email:
6. Severity #:
  - (1) Critical – The problem is totally preventing a significant group of users from performing a critical business function and no workaround is immediately available.
  - (2) Serious – Problem is preventing a user from performing a critical business function, or severely restricting the effectiveness of a significant group of users, system is working but issue is important to operations.
  - (3) Moderate – The problem is causing a minor business impact or local operational difficulties for a group of users or prevents individuals undertaking normal work.
  - (4) Minimal – The problem is causing low impact on system performance or is outside the documented functionality of the software.
  - (5) Question/Request - A request is defined that would improve software functionality.

Support requests will be made from the Client’s help desk service by designated users identified in Synergy’s CRM system. All authorized customers need to ensure contact information is provided and is up to date.

## Standard/International Support Response

Includes hotfixes as needed within 5 business days of resolution.

Severity	Priority	Response Target
1	Critical	Within 48 business hours
2	Serious	Within 48 business hours
3	Moderate	Within 5 business days
4	Minimal	Within 15 business days

## Premium

Includes hotfixes as needed within 48 hours of resolution.

Severity	Priority	Response Target
1	Critical	Within 12 business hours
2	Serious	Within 12 business hours
3	Moderate	Within 5 business days
4	Minimal	Within 15 business days

## Premium 7 x 24

Includes hotfixes as needed within 48 hours of resolution.

Severity	Priority	Response Target
1	Critical	Within 4 business hours
2	Serious	Within 8 business hours
3	Moderate	Within 5 business days
4	Minimal	Within 15 business days

Synergy, Inc. has offices located in La Jolla, CA, USA and Aurora, ON, Canada

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