

Elsinore Technologies

Standard Support and Maintenance Program

Elsinore Technologies strives to provide the best in class support customers require to keep their business moving in the right direction. Our support datasheet outlines our various support models, terms, conditions, and contact information. If there are any questions or concerns please don't hesitate to contact us.

Proactive Support

- Best practices assistance on deployment, upgrades, and configuration
- Telephone/Web/Email access to experienced technical support personnel equipped with remote assistance software
- Pre-recorded how-to videos available via our website

Reactive Support and Issue Resolution

- Telephone/Email/Web access to technical support for requests (excluding holidays).
- Business Hours for support are from 9AM to 5PM EST.
- 24x7 access to customer-specific web portal
- Seasoned support staff averaging over 5 years supporting Elsinore products
- Staff equipped with remote assistance software
- Development culture where correcting customer issues takes priority over new feature development

Support Terms and Conditions

Service Level Objectives

Technical support must be contacted through the appropriate channel to enable compliance with service level objectives. Also reasonable efforts will be made to respond to support requests per the following guidelines.

Severity Level	Request Type	Support Response
Severity 1	Telephone	1 Business Hour
Severity 2	Telephone/Email/Web	4 Business Hours
Severity 3	Telephone/Email/Web	8 Business Hours
Severity 4	Telephone/Email/Web	16 Business Hours

Severity Definitions

The severity level for an issue is initially set by the customer. After review and response per the service level objectives, severity may be revised by Elsinore.

Severity Level	Impact	Severity Definition
Severity 1	Critical	Issue critically affects the customer's production environment, resulting in the system being inoperable. This includes crashing of the production environment and risks to data integrity.
Severity 2	Severe	Issue severely impacts the software, causing significant business impact. Use of the software is severely restricted, with no acceptable workaround available.
Severity 3	Moderate	Issue moderately impacts the software, but the software still functions in the production environment. The issue may be temporarily resolved via a workaround.
Severity 4	Minimal	Minor issues including documentation, general questions, and enhancement requests.

Software Maintenance

An active support and maintenance agreement entitles customer to:

- Updates to licensed programs (increase in the version number, right of the decimal point)
- Major upgrades to licensed programs (increase in the version number, left of the decimal point)
- Updates and upgrades are made available through the Elsinore support website. A user account and password will be provided.

Support Period and Renewal

Support agreements are for a period of one year, and must be renewed by customer to continue services beyond the expiration date.

Customer Technical Contact

Customer's technical contacts should be the sole conduit for technical support requests between customer and Elsinore. It is recommended that customer assigns a primary and two backup technical contacts, and that these assignments and any changes are communicated to Elsinore. The primary technical contact should have access to the server on which Elsinore products are installed.

Holidays

Support does NOT INCLUDE the following US holidays.

- New Year's Day
- Easter
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Day

IssueNet Online

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