WingArc 1ST

> SuperSTAR Suite

Customer Support Guide

February 21, 2019

Explore > Build > Visualise

Table of Contents

Tables Reference

WingArc Australia Customer Support Plan

This Customer Support Guide is your reference guide to the Customer Support Plan of WingArc Australia. It contains policies and procedures associated with the various components of our support offerings, and is subject to change from time to time.

This document should be read in conjunction with your Software License Agreement, which specifies your entitlements and takes precedence over this document.

The goal of WingArc Australia's Customer Support Plan is to enable you and your organization to maximize the benefits of your investment in SuperSTAR. We do this by developing a long-term strategic partnership with you, and working closely with you to understand and respond to your unique self-service business intelligence needs.

Underpinning this goal is our commitment to deliver superior customer service at all times.

- faster and SAFER responses to your support inquiries. Our Customer Support Centre is staffed by a dedicated team of SuperSTAR experts, who can provide reliable advice and support about the use of our products. We always strive to be highly responsive to your support inquiries.

- easier access to support and advice. Along with phone and email support access, WingArc Australia has online resources that make it easy for you to find answers to your questions. This includes the Frequently Asked Questions database, and a comprehensive Technical Knowledge Base.

- continued access to software updates. Our Support Plan enables you to access SuperSTAR product updates.

- adaptable services for your needs. You can choose the level of support to be provided. WingArc Australia's Support Plan can be enhanced at any time to meet your specific business needs through a choice of support service options.

The WingArc Australia Customer Support Plan is available to all customers who are entitled to Maintenance and Support services as part of their existing Software License Agreement.

The support plan provides access to:

- the WingArc Australia Customer Support Centre

- product updates

- a range of online resources including technical papers and user forums.

The support plan can be further extended by purchasing optional (add-on) services.

Support Policies

Definition of a Support Case

A 'Support Case' is defined as a single issue or question on a single subject posed to Customer Support that arises from a SuperSTAR product or its usage. Any resultant requests for clarification by our support team, and your responses to them, are treated as being part of the original Support Case. Examples of Support Cases include:

- You have encountered an error with the operation of a SuperSTAR product.
- You require clarification about a documented feature.
- You are looking for guidance on the correct use of a SuperSTAR product feature.

A unique case reference number is assigned to all cases that are logged to WingArc Australia Customer Support. You can use the number to track the progress of your case.

Where the resolution of a case requires in-depth knowledge transfer or implementation support (for example designing a new database, generating a new report to meet your business needs or assisting with a database migration), then you will be referred to WingArc Australia Professional Services.

Eligibility to receive support

The WingArc Australia Customer Support Plan is available to all customers that are entitled to Maintenance & Support services as part of their existing Software License Agreement.

On-site support

The standard WingArc Australia Customer Support Plan does not include on-site support. WingArc Australia may provide on-site support on a time and materials basis or as part of an Optional Support Service.

Support for custom code and applications

The standard WingArc Australia Customer Support Plan does not cover the support of custom code, including customizations developed by WingArc Australia's Professional Services group. If Customer Support determines that an issue is caused by custom code, we will try to offer some direction. However, it is ultimately you and your organization's responsibility to resolve such issues.

WingArc Australia may provide support on custom code and applications on either a time and materials basis or as part of an Optional Support Service.

Third party product support

In situations where WingArc Australia is reselling a third party vendor's product, WingArc Australia may offer support for those products under an WingArc Australia support plan. This will be detailed in your Software License Agreement.

Support contacts

Support contacts are the individuals within your organization that you designate to liaise with WingArc Australia Customer Support and manage support issues on behalf of your SuperSTAR users.

There is no limit to the number of support contacts that your organization may authorize, provided that each contact has received training on the licensed SuperSTAR products or is an

experienced SuperSTAR user. Focusing support activity through a core group of trained individuals improves communication quality and results in improved responses and potentially faster resolution times.

Product Support Lifecycle

The Product Support Lifecycle defines the time frames during which our software products are eligible for maintenance and technical support.

Unless otherwise arranged, technical support for a version of a SuperSTAR product may not be provided 36 months after its release. When a product is no longer supported, WingArc Australia may restrict support to basic usage questions and license key requests.

The Product Support Lifecycle for a version of a SuperSTAR product is illustrated below:
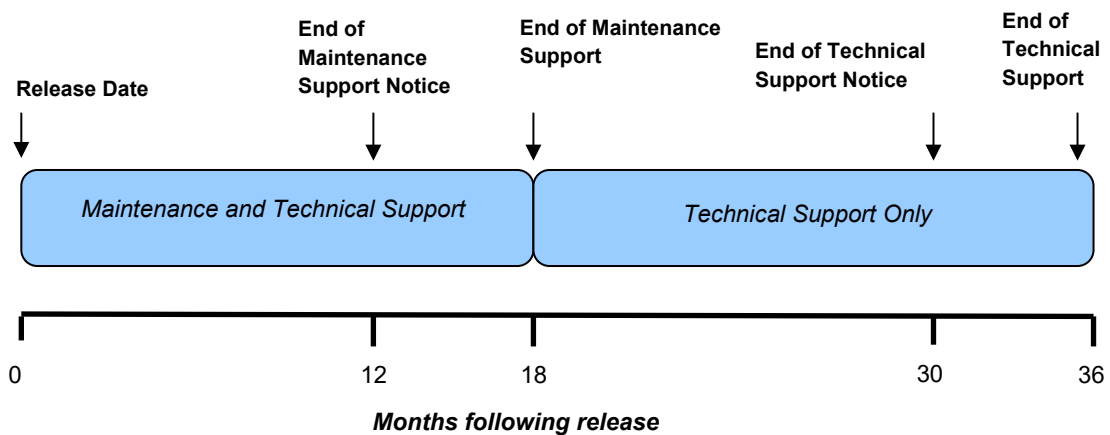
Maintenance support period

Maintenance support for a version of SuperSTAR covers the ongoing development of patches and service packs for 18 months after the version is released. An End of Maintenance Support Notice is sent to customers 12 months after the version is released to make them aware that Maintenance Support for that version will end in 6 months time.

Technical Support Period

Technical Support for a generally available (GA) version of SuperSTAR covers the normal help desk services of answering questions, investigating issues, and providing license keys for a product. This service is provided for 36 months after a version of SuperSTAR is released. At the 30 month point an End of Technical Support Notice is sent to customers to make them aware that Technical Support for that version will end in 6 months time. By the time this occurs, customers should already be making plans to upgrade to SuperSTAR's current release, namely the latest GA release of the SuperSTAR suite.

NOTE:	WingArc Australia may elect to withdraw support for versions of operating systems, databases, and other third party components if those versions are no longer supported by the product's vendor.

Support Case Management

Support cases may be logged with WingArc Australia Customer Support through any of the following means:

Method	Availability	Region	Contact
Support Portal (Preferred Contact Method)	**24x7x365**	**All**	**https://support.spacetimeresearch.com**
Email	24x7x365	All	support@spacetimeresearch.com
Phone	Operating Hours, 08:00 until 18:00 Melbourne Local Time, excluding weekends and public holidays	All	+61 9615 5200

Table 1: Customer Support Contact Details

Logging a support request

The best way to log a support request is through our Support Portal https://support.spacetimeresearch.com. Using the portal will enable us to respond to your request as quickly and efficiently as possible and allows you to track all your support requests in one place. To help us provide the best service, please include the following details:

- The business impact and context of the problem, including any project schedules at risk. This should be stated as a severity level drawn from Table 2 below.

- The SuperSTAR software version in use.

- Details of the server and client environments, such as operating system and patch level.

- Any error messages you have received.

- The timing and frequency of the issue.

- The steps needed to reproduce the problem.

- Details of recent changes to your system environment.

- The sample database or files that can be used to reproduce the issue (preferably using one of the SuperSTAR's sample databases).

- If your organization has an issue tracking system, then its relevant case number.

All cases will be assigned a case reference number. If the case is lodged via email to support@spacetimeresearch.com, an automated response will be provided with a unique support request reference number. If you lodge a support request via other means, you will be advised of the reference number. Please note your number and state it when making any future contact with WingArc Australia on the same matter.

Response time for Severity Levels

WingArc Australia operates to response-based Service Levels as follows:

- Severity 1 issues: response within one business day

- Severity 2 issues: response within two business days

- Severity 3 issues: response within four business days

- Severity 4 issues: response within five business days

A response is a reply from WingArc Australia Customer Support to the customer that:

- requests additional information necessary to progress the support case, or
- provides suggested steps to take that will progress the case to resolution (i.e. a solution or workaround to the support case), or
- provides a status update for issues that have been escalated to the Development team.

Severity Level	Description
Severity 1	A critical, high-impact issue (typically a product is inoperable) resulting in a major disruption to key business operations. A workaround or fix is either not available or has not yet been identified. Note: Where practical you should contact the WingArc Australia Customer Support Center via telephone as well as email if you believe you are experiencing a severity 1 issue.
Severity 2	A major issue that results in a significant disruption to the current business operation. The product, however, generally remains operable.
Severity 3	An issue that does not prevent system operation. An acceptable workaround is available or a workaround is not required.
Severity 4	Use of the SuperSTAR solution is unaffected. Generally covers requests for information, software and key requests, and most requests for new product features and enhancements.

Table 2: Case Severity

Case handling and resolution processes

Your case is regularly reviewed and the status updated, as per table below. You can obtain the status of a case by

- accessing our support web portal at https://support.spacetimeresearch.com
- contacting customer support via phone or email support@spacetimeresearch.com

Case Status	Description
New	The case has yet to be assigned to a support consultant.
Open	WingArc Australia Customer Support is working on the case.
Pending	The support request is open but waiting for the completion of an event before it can be actioned any further. Possible reasons for this status include the following: Resolution of a defect, waiting on release of a product update. Enhancement request, waiting on WingArc Australia review or scheduling. Waiting on information from you or for the problem to be reproduced.
Solved	The case has been closed for one of the reasons outlined in on page 9.

Table 3: Case Status Values

For Severity 1 and 2 cases, if at any point while your case is open you are not satisfied with the current plan of action, you may also request escalation through WingArc Australia Customer Support. Escalation requests will be addressed by the Support Manager.

Addressing software defects

A software defect is a reproducible, persistent error that prevents a program from delivering documented functionality.

If you are reporting a potential product defect, the WingArc Australia support consultant will check to see if your problem has been reported previously and if a fix is available.

If it is not a known defect, the support consultant will attempt to replicate the issue. To assist in the replication of an issue, the consultant may request log files, error messages and data from you. They may also ask to access your system remotely, assuming it acceptable to you. Please also note that any generated dump files may contain confidential data depending on the situation that caused the issue. If these are required to diagnose an issue, the consultant can advise on the type of data that may be included and if there are steps that can be taken to eliminate it.

If a reported issue is found to be caused by a defect in a SuperSTAR product, the problem is escalated to Product Development for assessment and resolution. The goal for the resolution of product issues will generally depend on the severity level of that issue. The goals are described in the following table:

Priority	Rectification Target
Severity 1	A fix is typically supplied as a patch or update to the installed SuperSTAR version, provided the release's Maintenance Support Period has not expired (see page 5) and any specifically required versions of operating systems, databases, etc. are still supported by the 3rd party product's vendor(s).
Severity 2	A fix is typically provided in the next scheduled Generally Available (GA) release.
Severity 3	The support consultant will advise you of the target release for resolution of the software defect as soon as the release is identified by Product Development. In some circumstances Severity 3 defects may not be addressed.

Table 4: Software Defect Rectification Targets

Product enhancements

All product enhancement requests are referred to a Product Change Board and assessed as to their broader customer benefit and alignment to the Product Roadmap. Whilst every product enhancement request is given serious consideration, it will be at WingArc Australia's sole discretion whether an enhancement request is scheduled.

Remote diagnostics

To make it easier and faster to investigate and resolve your issue, the support consultant may ask you to allow us to access your SuperSTAR environment using a remote support tool to:

- investigate and analyze problems you may be experiencing with WingArc Australia software.
- assist you with such problem diagnosis and/or resolution.
- explain and/or demonstrate how to use WingArc Australia software.

In this situation, the support consultant will discuss with you process and appropriate tools.

When this option is not feasible, our Customer Support Center will work with you to develop a synthetic database. This will allow you and WingArc Australia to investigate issues using a common data set.

When is a case closed?

A case is closed when one of the following situations occur:

- You advise that the issue is resolved or can be closed.

- A solution is provided by the support consultant. A solution may include the identification of an alternative approach, a configuration change, education about the product, or the provision of additional or updated software. Typically a support request addressed by the release of a product update or patch will be closed after the software has been made available to the customer. However, for Severity 1 issues the support request will be kept open until you agree that it can be closed.

- The cause of the problem is deemed to be unrelated to any deficiency in any **WingArc Australia** product or is related to custom code and applications.

  o The cause relates to custom code and applications, which is only supported with add-on support services (refer page 11).

  o The resolution of the case can be provided only through a change to a WingArc Australia product but WingArc Australia determines, at its reasonable discretion, that such a change is not currently warranted.

  o The resolution to the case can only be provided by in-depth knowledge transfer that must be obtained by engaging WingArc Australia Professional Services.

  o The resolution to the case requires detailed installation and configuration support that must be obtained by engaging WingArc Australia Professional Services.

- If the support request has been left open for fourteen consecutive days awaiting a response or action from you.

Case Status Report

Upon request a monthly summary of all active support cases (Case Status Report) can be sent to the designated Support Contacts within your organization. WingArc Australia provides an optional Technical Account Management service for those customers requiring regular meetings to assess the status of support requests.

Online Customer Resources

All customers who are eligible to receive support have access to our customer web resources at support.spacetimeresearch.com. If you are unaware of your username and password, email the WingArc Australia Customer Support Centre.

Some of the resources available to customers include:

Product Information	Latest Release Summary Compatibility Information	Overview of the new features and modifications provided in the recent releases of SuperSTAR products. Details on what platforms, web and application servers, web browsers, Java releases, terminal services and languages are supported by the different SuperSTAR releases.
Documentation	Product Documentation	Links to product documentation, such as user guides and configuration guides, for the currently supported versions of the SuperSTAR suite.
Technical Support	Support Offerings and Procedures Product Advisories	Information on WingArc Australia's support offerings and case management procedures. Technical articles and bulletins relating to known issues, and changes in product operation and support status.

Table 5: SuperSTAR Documentation Overview

Product Maintenance

As part of the standard WingArc Australia Customer Support Plan you are entitled to updates to licensed products and documentation1. All product and documentation updates can be obtained by contacting the WingArc Australia Customer Support Center. Product documentation is also accessible at our customer support portal.

WingArc Australia may provide three types of software updates during the lifecycle of a product.

New releases

New releases provide new or improved functionality and rectify software defects. The announcement of a new release signifies the start of the version's support lifecycle. Refer to Product Support Lifecycle on page 5. The environments supported by a new release will be documented in the compatibility information provided at the customer support portal.

Maintenance releases

Maintenance releases may be provided to address critical or major problems that have been identified in a product release. Maintenance releases may involve the complete release of all or some of the SuperSTAR products. On limited occasions a maintenance release may include functional enhancements.

Patches

On occasions a patch may be required in order to address a critical issue. A patch release is normally only sent to those customers who have reported the error that has been corrected. Unlike new releases and maintenance releases, patches undergo only targeted testing of the specific conditions. Patches are automatically rolled into the next product release or maintenance release.

Product Advisory Notices

From time to time Product Advisory Notices are published on the support website. Product advisory notices may be generated to advise you of the following:

- The end of maintenance support of a product, or version of a product.
- The end of technical support of a product, or version of a product.
- The end of maintenance and technical support for an operating system version.
- Issues of general importance that have been identified in a supported version of a SuperSTAR product.
- Changes in operation of a particular product feature.

On request, our Customer Support Center will alert you via email of any modification to the Product Advisory Notices.

Optional Support Services

The standard Customer Support Plan can be enhanced to meet your specific business needs through a number of support service options. Because your support needs may change over time, some of these options can be purchased at any time during the life of your support plan.

---

1 Some software license agreements may exclude software upgrades

The following table provides a summary of the Optional Support Services. For pricing and other details on Optional Support Services, contact us at sales@wingarc.com.au or contact your Account Executive.

Add-On Support Component	Description
Extended Coverage	Provides access to technical support outside the normal operating hours of the WingArc Australia Customer Support Centre for Severity 1 support requests. Extended Coverage can be provided over the life of your support plan or for an agreed period of time.
Scheduled Event Coverage	Provides access to technical support outside the normal operating hours of the WingArc Australia Customer Support Centre for planned events (for example a software upgrade).
On-Site Support	This option provides for on-site assistance with a support request.
Technical Account Management	The Technical Account Management service is intended for customers who desire the deepest technical relationship with WingArc Australia in order to maximize their return on a significant investment in SuperSTAR. This service provides a consistent primary technical contact at WingArc Australia who will work with you to understand your ongoing SuperSTAR requirements. A Technical Account Manager will: ▪ provide a single point of reference for product issues and inquiries; ▪ participate in regular meetings to review support issues and product use; ▪ provide proactive advice to prevent issues; ▪ work with you to develop plans to maximize your product investment, whether taking advantage of new features or expanding the use of SuperSTAR into other areas of your operation; and ▪ provide regular exposure and access to WingArc Australia's latest technology and development plans.
Custom Application Support	Provides remote support by our Professional Services team for custom components of your SuperSTAR solution.
Optimization Review	Our experts come on-site, review your existing installation(s) and provide recommendations to evolve the use of SuperSTAR in your organization, and therefore increase your return on investment.
Upgrade Service	Our experts assist in the planning and execution of an upgrade to your SuperSTAR environment. The Upgrade Service includes a workshop on new product features and how they could be applied to your organization.
Education Package	The Education Pack provides credits that can be used for a combination of product education, tailored workshops and on-site user support.

Table 6: Optional Support Services