



# Customer Support Guide

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## WingArc Customer Support Plan

This is your reference guide to WingArc Customer Support. 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 and Software Maintenance Agreement, which specify your entitlements and take precedence over this document.

**The goal of the Customer Support Plan is to enable you and your organization to maximize the benefits of your investment in WingArc products. We do this by developing a long-term strategic partnership with you, and working closely with you to understand and respond to your unique business 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 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, we have online resources that make it easy for you to find answers to your questions. This includes the Frequently Asked Questions database, online documentation and a comprehensive Technical Knowledge Base.
- Continued access to software updates. Our Support Plan enables you to access product updates.
- Adaptable services for your needs. You can choose the level of support to be provided. Our Support Plan can be enhanced at any time to meet your specific business needs through a choice of support service options.

The Customer Support Plan is available to all customers with a Software Maintenance Agreement contract.

The support plan provides access to:

- the 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 WingArc 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 WingArc product.
- You require clarification about a documented feature.
- You are looking for guidance on the correct use of a product feature.

A unique case reference number is assigned to all cases that are logged by 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 the Professional Services team.

### Eligibility to receive support

The Customer Support Plan is available to all customers with a Software Maintenance Agreement contract.

### On-site support

The standard Customer Support Plan does not include on-site support. WingArc 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 Customer Support Plan does not cover the support of custom code, including customizations developed by the WingArc 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 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 is reselling a third-party vendor's product, WingArc may offer support for those products under a WingArc 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 Customer Support and manage support issues on behalf of your WingArc product 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 WingArc products or is an experienced WingArc product user. Focusing support activity through a core group of trained individuals improves communication quality and results in improved responses and potentially faster resolution times.

## Levels of Product Support Available

There are two levels of support offered for WingArc products:

- **Technical Support** covers the normal help desk services of answering questions, investigating issues, and providing activation keys for a product.
- **Maintenance Support** covers the development of patches and service packs.

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

Your eligibility for support is determined based on the version number of your installed software and the version of the current release of that product.

## Product Versioning

WingArc products have a major version number and a minor version number. For example, version 5.7 indicates that the major version is 5 and the minor version is 7.

## Technical Support

Technical Support is provided from product release until 24 months after the second subsequent major release of the same product.

For example:

- A customer with version 5.7 will be eligible for technical support until 24 months after the release of version 7.0.
- A customer with version 6.0 will be eligible for technical support until 24 months after the release of version 8.0.

When a product is no longer in technical support, WingArc may restrict support to basic usage questions and activation key requests.

## Maintenance Support

Maintenance support is available until one of the following happens (whichever happens first):

- A new minor version of the same major version is released.
- Two subsequent major versions of the same product have been released.

For example:

Customer Version Is...	Subsequent Releases Are...	Maintenance Support Ends...	Why?
5.6	5.7, 6.0, 6.1, 7.0	On release of 5.7	New minor version released
5.6	6.0, 6.1, 7.0	On release of 7.0	Two subsequent major versions (no interim minor update to version 5)
6.0	6.1, 7.0	On release of 6.1	New minor version released

NOTE: WingArc may elect to withdraw support for versions of operating systems, Java, 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 through any of the following means:

Method	Availability	Region	Contact
<b>Support Portal (Preferred Contact Method)</b>	<b>24x7x365</b>	<b>All</b>	<a href="http://wingarc.zendesk.com">wingarc.zendesk.com</a>
Email	24x7x365	All	<a href="mailto:support@wingarc.zendesk.com">support@wingarc.zendesk.com</a>
Phone	10:30 - 19:00 Melbourne Local Time, excluding weekends and public holidays	Sydney	1800 138 385
		New Zealand	0800 448 774
	08:30 – 17:00 Singapore Local Time, excluding weekends and Singapore public holidays	All Other Locations	+61 3 9615 5288 (Not toll free)

**Table 1: Customer Support Contact Details**

### Logging a support request

The best way to log a support request is through our Support Portal [wingarc.zendesk.com](http://wingarc.zendesk.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 WingArc 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.
- A sample database, files or steps that can be used to reproduce the issue.
- 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@wingarc.zendesk.com](mailto:support@wingarc.zendesk.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 support on the same matter.

### Response time for Severity Levels

WingArc 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 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
<b>Severity 1</b>	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 Customer Support Centre via telephone as well as email if you believe you are experiencing a severity 1 issue.
<b>Severity 2</b>	A major issue that results in a significant disruption to the current business operation. The product, however, generally remains operable.
<b>Severity 3</b>	An issue that does not prevent system operation. An acceptable workaround is available or a workaround is not required.
<b>Severity 4</b>	Use of the WingArc solution is unaffected. Generally covers requests for information, software and key requests, and most requests for new product features and enhancements.

**Table 1: 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 [wingarc.zendesk.com](http://wingarc.zendesk.com)
- contacting customer support via phone or email at [support@wingarc.zendesk.com](mailto:support@wingarc.zendesk.com)

Case Status	Description
<b>New</b>	The case has yet to be assigned to a support consultant.
<b>Open</b>	Customer Support is working on the case.
<b>Pending</b>	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 review or scheduling.  Waiting on information from you or for the problem to be reproduced.
<b>Solved</b>	The case has been closed for one of the reasons outlined on page 8.

**Table 2: 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 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 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.

If a reported issue is found to be caused by a defect in a WingArc 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
<b>Severity 1</b>	A fix is typically supplied as a patch or update to the installed version, provided the release's Maintenance Support Period has not expired (see page 4) and any specifically required versions of operating systems, databases, etc. are still supported by the 3rd party product's vendor(s).
<b>Severity 2</b>	A fix is typically provided in the next scheduled Generally Available (GA) release.
<b>Severity 3</b>	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 3: 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's sole discretion whether an enhancement request is scheduled or rejected.

### 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 WingArc product environment using a remote support tool to:

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

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

When this option is not feasible, our Customer Support Centre will work with you to develop synthetic data and an environment that will allow us 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 product or is related to custom code and applications.**
  - The cause relates to custom code and applications, which is only supported with add-on support services (refer page 10).
  - The resolution of the case can be provided only through a change to a WingArc product but WingArc determines, at its reasonable discretion, that such a change is not currently warranted.
  - The resolution to the case can only be provided by in-depth knowledge transfer that must be obtained by engaging WingArc Professional Services.
  - The resolution to the case requires detailed installation and configuration support that must be obtained by engaging WingArc 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 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 [wingarc.zendesk.com](http://wingarc.zendesk.com). If you are unaware of your username and password, email the WingArc Customer Support Centre.

Some of the resources available to customers include:

<p><b>Product Information</b></p>	<p>Compatibility Information</p>	<p>Details on what platforms, web and application servers, web browsers, Java releases, terminal services and languages are supported by the different WingArc releases.</p>
<p><b>Documentation</b></p>	<p>Product Documentation</p>	<p>Links to product documentation, such as user guides and configuration guides, for the currently supported versions of the WingArc products.</p>
<p><b>Technical Support</b></p>	<p>Support Offerings and Procedures  Product Advisories</p>	<p>Information on WingArc support offerings and case management procedures.  Technical articles and bulletins relating to known issues, and changes in product operation and support status.</p>

**Table 4: WingArc Documentation Overview**

## Product Maintenance

As part of the standard WingArc Customer Support Plan you are entitled to updates to licensed products and documentation<sup>1</sup>. All product and documentation updates can be obtained by contacting the Customer Support Centre. Product documentation is also accessible through our [customer portal](#).

WingArc 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 Levels of Product Support on page 4. The environments supported by a new release will be documented in the compatibility information provided through our [customer 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 WingArc 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 WingArc product.
- Changes in operation or behaviour of a particular product feature.

On request, our Customer Support Centre 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.

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<sup>1</sup> 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 [support@wingarc.zendesk.com](mailto:support@wingarc.zendesk.com) or contact your Account Executive.

Add-On Support Component	Description
<b>Extended Coverage</b>	Provides access to technical support outside the normal operating hours of the WingArc 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.
<b>Scheduled Event Coverage</b>	Provides access to technical support outside the normal operating hours of the WingArc Customer Support Centre for planned events (for example a software upgrade).
<b>On-Site Support</b>	This option provides for on-site assistance with a support request.
<b>Technical Account Management</b>	<p>The Technical Account Management service is intended for customers who desire the deepest technical relationship with WingArc in order to maximize their return on a significant investment in WingArc product.</p> <p>This service provides a consistent primary technical contact at WingArc who will work with you to understand your ongoing WingArc product requirements.</p> <p>A Technical Account Manager will:</p> <ul style="list-style-type: none"> <li>▪ provide a single point of reference for product issues and inquiries;</li> <li>▪ participate in regular meetings to review support issues and product use;</li> <li>▪ provide proactive advice to prevent issues;</li> <li>▪ work with you to develop plans to maximize your product investment, whether taking advantage of new features or expanding the use of WingArc product into other areas of your operation; and</li> <li>▪ provide regular exposure and access to WingArc’s latest technology and development plans.</li> </ul>
<b>Custom Application Support</b>	Provides remote support by our Professional Services team for custom components of your WingArc solution.
<b>Optimization Review</b>	Our experts come on-site, review your existing installation(s) and provide recommendations to evolve the use of WingArc product in your organization, and therefore increase your return on investment.
<b>Upgrade Service</b>	Our experts assist in the planning and execution of an upgrade to your WingArc product environment. The Upgrade Service includes a workshop on new product features and how they could be applied to your organization.
<b>Education Package</b>	The Education Pack provides credits that can be used for a combination of product education, tailored workshops and on-site user support.

**Table 5: Optional Support Services**