Customer Support Guide for Cloud Service Users

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Table of Contents

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 or Cloud Service User Agreement, which specifies your entitlements and takes 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 who sign the Cloud Service User Agreement.

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 who sign the Cloud Service User Agreement.

Third party service support

In situations where WingArc is reselling a third-party vendor's service, WingArc may offer support for those products under a WingArc support plan. This will be detailed in your Cloud Service User 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.

Cloud Support Service

Cloud Support is provided for the latest available version of each service only. The following support services are available:

- Inquiries on installation procedures and basic functionality
- Connectivity issues
- Inquiries regarding general functionality of the cloud service
- Service Maintenance

NOTE: WingArc may elect to withdraw support for client components where the installation environment is no longer supported by its vendor (for example, WingArc may elect not to

support a particular web browser when running on an OS that is no longer supported by the OS vendor).

Support Case Management

Support cases may be logged through any of the following means:

Method	Availability	Region	Contact
Support Portal (Preferred Contact Method)	**24x7x365**	**All**	https://wingarc.zendesk.com
Email	24x7x365	All	support@wingarc.zendesk.com

Table 1: Customer Support Contact Details

Logging a support request

The best way to log a support request is through our Support Portal https://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:

- Tenant ID
- Details of the problem (including any error messages you have received)
- 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 Cloud Service in use.
- Details of the client environment, such as operating system and browser in use.
- The timing and frequency of the issue.
- The steps needed to reproduce the problem.
- 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, 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

Support operating hours are to Monday to Friday, from 09:00 until 17:30 Japan Standard Time, excluding weekends and Japanese national holidays.

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
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 Customer Support Centre via 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 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 https://wingarc.zendesk.com

- contacting customer support via phone or email at support@wingarc.zendesk.com

Case Status	Description
New	The case has yet to be assigned to a support consultant.
Open	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 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 on page 7.

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
Severity 1	Emergency maintenance will be scheduled to address the issue.
Severity 2	The issue will be addressed during the next scheduled maintenance of the cloud service.
Severity 3	The support consultant will advise you of a target maintenance date for resolution. In some cases, 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.**

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

    o 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.

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

    o 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 https://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:

Cloud Service Information	Latest Release Summary	Overview of the new features and modifications provided in each service update. For most products this information is available through the Support Centre, although in some cases it is available in the product itself (for example, release information for SVF Cloud is available through the Admin Console).
	Compatibility Information	Details on what platforms, operating systems, web browsers and languages are supported by the different WingArc releases.
Documentation	Cloud Service Documentation	Links to documentation, such as user guides and configuration guides, for the currently supported versions of the WingArc products.
Support	Support Offerings and Procedures	Information on WingArc support offerings and case management procedures.
	Cloud Service Advisories	Technical articles and bulletins relating to known issues, and changes in service operation and support status.

Table 4: WingArc Documentation Overview

Cloud Service Maintenance

As part of the standard WingArc Customer Support Plan you are entitled to updates to cloud services and documentation. Documentation updates can be obtained by contacting the Customer Support Centre and are also accessible through our [customer portal](#).

During Service Maintenance:

- WingArc may introduce new features and address defects.
- Aspects of the user interface may change.

These changes will take effect and be available to users once the service maintenance period ends.

Cloud Service Advisory Notices

From time to time Cloud Service Advisory Notices are published on the support website. These notices may advise any of the following:

- A cloud service client component has reached end of support.
- Issues of general importance that have been identified in a cloud service.
- Changes in operation or behaviour of a particular service feature.
- Advance notice of a service maintenance window.

On request, our Customer Support Centre will alert you via email of any new Cloud Service Advisory Notices.