VOCKAN

Welcome

The Vockan Support Solutions Guide covers the services offered as part of the maintenance subscription. The services listed below are in the same format and with similar information for ease of use:

- Response goals
- Support Services

Vockan reserves the right to modify this Support Solutions Guide based on business needs. The guiding principles of this guide are:

- This document is complementary to legal documents such as service contracts;
- The full range of services is provided to cloud customers, while on-premise customers are only provided with incident resolution or service request;
- The services described apply to the ongoing operations and use of solutions installed on General Availability (GA) product lifecycle versions and releases, along with information about service levels for pre-GA systems;
- Business days are defined as a standard work week from Monday to Friday;
- Selected services and system or network change activities may be subject to a blackout period near or around the end of the month to mitigate disruption to core business operations;
- This is a revision-controlled document, and it is advisable to always consult the latest version, which reflects the current set and status of the services provided. The revision date is listed in the footer of each page of this document.

We strive to ensure that our customers utilize the support and assistance services provided by the Vockan team, with the main fundamentals:

- Assisted services with rapid response and timely resolution;
- Product updates and releases to stay current and maximize the value, performance, and security of installed applications;
- Complete cloud offerings through which applications meet our customers' availability and performance expectations based on service level agreements (SLAs);
- Business Process Outsourcing (BPO) offerings where Vockan can be contracted to take on significantly greater responsibility for your systems and their operation.

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Response goals

Priority	Definition	Product Life Cycle	Response Time Target
0	This is a critical issue that could cause a complete system failure or major business disruption with no workaround available. Essential business operations are completely paralyzed. Immediate attention is required. Please contact support directly by phone for urgent assistance.	All	Direct connection with the support team (live/immediate channel) or response within 30 minutes after opening the call
1	This issue significantly impacts your core business operations. While a temporary solution can be identified or implemented, it would allow continued operations with significant disruption. We will prioritize this issue to minimize future impact and work quickly to find a permanent solution.	All	3 business hours from the incident logging
2	This issue moderately impacts your business, but it does not prevent essential operations from continuing. A workaround is available, allowing you to operate with minimal disruption. We will resolve this issue in a timely manner to minimize any further disruption.	General availability Functionally Stable	6 business hours from the incident logging
2		Mature	3 business days
2		Retired	3 business days
2		Archived	3 business days
3	This is a minor issue with little to no impact on business operations. A workaround is available, and the company can continue operating normally. The issue will be resolved according to standard support processes.	General availability Functionally Stable	12 business hours from the incident logging
3		Mature	4 business days
3		Retired	4 business days
3		Archived	4 business days

***Response definition:** The time between the incident logging and the first action by a Vockan representative*

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Prioritization and escalation of incidents

Customers have the option to prioritize and escalate support incidents requests to ensure quick resolution of critical issues. You can increase the priority or request escalation directly from the support case itself or during a chat with our support team. We're committed to addressing your concerns promptly, and our team is available to assist with escalating cases that require additional attention.

Support Solutions

- Incident Resolution
- "How to" Service Requests
- Additional Services Subject to Charge
  - Business Process Outsourcing (BPO)

Incident Resolution

What is the service?

Incident Resolution provides customers with support for reported incidents that may disrupt or negatively impact the ability to operate installed supported solutions. Incident Resolution is provided through a tiered prioritization of incidents based on their impact and urgency to the customer's operations.

Inclusions, exclusions and service levels

Basic Service

- Self-service knowledge base and documentation library, providing solutions and guidance on previously resolved incidents or guidance on known defects (already reported/identified), as well as defects that have a permanent solution.
- Support assisted by VOCKAN personnel specialized in products and technologies for triage, analysis and guidance in delivering resolutions for reported incidents available 8 hours a day, 5 days a week.
- Preparing and submitting software defect analysis to the R&D team for bug resolution
- Product updates, releases, and builds containing solutions to previously resolved issues, consistent with the Product Lifecycle
- The service is provided to Vockan Cloud and On-Premise customers.

Exclusions

- Third Party Products and Services
- Issues and impacts caused by custom or non-standard functionality (support for customizations requires a BPO contract or Vockan Professional Services Scope of Work.
- Products, versions, and releases that are out of product lifecycle compliance as defined by the Product Lifecycle

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Service levels

- Incident response times

Service Level Component	General Availability (GA)	Service Level by Lifecycle Status (in addition to GA)		
		Functionally Stable	**Mature, Retired**	**Archived**
Response Time	Priority 1: 3 business hours from the incident logging Priority 2: 6 business hours from the incident logging Priority 3: 12 business hours from the incident logging	Priority 0 and 1: No service level variation due to lifecycle status		
		Priority 2: 6 business hours from the incident logging Priority 3: 12 business hours from the incident logging	Priority 2: 3 business days Priority 3: 4 business days	

Complementary Services? No

How do we charge?

The "Incident Resolution" service is part of the maintenance subscription service

"How To" Service Requests

What is the service?

The "How-To" Requests service provides assistance with specific features and functions of supported solutions, as well as with the installation, administration, and configuration of the underlying system and connected solutions. This includes self-service solutions and guidance, as well as assisted live support. The "How-To" request service aims to provide situational guidance to assist users of the supported product in using their solutions.

Inclusions, exclusions and service levels

Basic Service

- Access to the online documentation library, manuals and training guides, knowledge base and help functionality
- Situational guidance on the use of specific features or functions of the Supported Solutions, according to the Product Life Cycle, available 8 hours a day, 5 days a week.
- Facilitation of information and guidance related to underlying systems and technologies
- The service is provided for both cloud and on-premises deployment types.

Exclusions

- Guidance on specific features and topics is not a substitute for comprehensive training (e.g., new hires, divisions, expansion to new teams, implementations/upgrades). Customers should request professional services for additional training on the use of the solutions, including setup and operation.
- Custom code, platform extensions, or third-party products.

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Service levels

- Requests will follow response time targets equivalent to a Priority 3 rating.

Service Level Component	General Availability (GA)	Service Level by Lifecycle Status (in addition to GA)		
		Functionally Stable	Mature, Retired	Archived
Response Time	Priority 1: 3 business hours from the incident logging	Priority 0 and 1 - No service level variation due to lifecycle status		
	Priority 2: 6 business hours from the incident logging	Priority 2: 6 business hours from the incident logging	Priority 2: 3 business days Priority 3: 4 business days	
	Priority 3: 12 business hours from the incident logging	Priority 3: 12 business hours from the incident logging		

Complementary Services? No

How do we charge?

The How-To Service Requests service is part of the maintenance subscription service

Additional services to be contracted

Business Process Outsourcing (BPO)

What is the service?

The BPO service provides assistance with Vockan solutions, including configuration, administration, support, development of integrations with third-party systems and customizations required for the business, as well as advice on best practices. This includes live-assisted support solutions and guidance.

BPO services differentiate Vockan support services, as the "Outsourcing" process provides for the provision of specific and appropriate resources to operate directly with the client, remotely or "on-site", depending on the need.

Inclusions, exclusions and service levels

Basic Service

- Support for IT activities.
- Resources for project management.
- Functional resources and/or specialized analysts.
- Technical resources for operation and maintenance of a specific IT environment (DBAs, Vockan Technicians, etc.)
- Systems Developers.
- Solution Architects.
- Specialized resources in Vockan partner solutions.

Exclusions

- Third-party products and services that are not covered by the Vockan partnership agreement.
- Products new version deployment services.

Service levels

- Incident response times

Priority	Definition	Response Time
1	This issue significantly impacts your core business operations. While a temporary solution can be identified or implemented, it would allow continued operations with significant disruption. We will prioritize this issue to minimize future impact and work quickly to find a permanent solution.	2 business hours from incident logging
2	This issue moderately impacts your business, but it does not prevent essential operations from continuing. A workaround is available, allowing you to operate with minimal disruption. We will resolve this issue in a timely manner to minimize any further disruption.	4 business hours from the incident logging
3	This is a minor issue with little to no impact on business operations. A workaround is available, and the company can continue operating normally. The issue will be resolved according to standard support processes.	8 business hours from the incident logging
Response definition: *The time between incident submission and initial response by a VOCKAN representative*		

How do we charge?

Each Business Process Outsourcing (BPO) Service is an additional, paid service separate from the standard subscription service.

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