

# Software Alliance Limited

## Software Support Services

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### About Software Alliance Support Services

#### Support Services Components

Software Alliance Support Services offer several key components, all designed to help you quickly resolve any issues you are facing, and maximise your investment in Mo.net.

#### Phone & Email Support

Support Services includes a team of experts located in our London development centre. These support engineers are familiar with the common challenges organisations face when deploying our products, and are able to quickly diagnose and resolve any product-related issues you are facing. Standard support includes unlimited phone and email access to your local support team during standard business hours (Monday-Friday 9am-5pm UK time, excluding Public and Bank Holidays). Support is currently available in English. Premium Support customers enjoy access to a Designated Support Engineer who becomes a true partner in the implementation process.

#### Customer Portal

Licensed customers benefit from free, unlimited access to the Software Alliance Customer Portal. This portal is often the most efficient way to get answers to your common questions as it provides a comprehensive knowledge base containing answers to many common product questions and a library of resources focused on common product and support topics. The Portal also allows you to submit and track support requests, and access your license information.

#### Triage

The first step in any support query will be to understand the most likely cause of any problem; usually one of the following:

- Local Environment / Infrastructure



**Why Software Alliance Support Services?**

Support Services maximizes and protects your investment by ensuring your organisation is using the product to its full potential. By using the

Support Services you can:

- Accelerate speed to market: access troubleshooting tips from our support engineers for quickly getting your organisation up and running and tap into best practices.
- Build competency: through on-line resources and available support experts, hone your skills to tackle new modelling challenges.
- Minimise downtime: quickly resolve any issues that do arise to ensure that Mo.net is always available to meet your organisation's financial modelling needs.

- Mo.net Financial Modelling Platform
- User / Third-party Developed Model

To help us resolve problems efficiently using the most appropriate resources, we will gather as much information as possible regarding the issue, regardless of the support channel used (phone, email or portal). Once the nature of any problem has been understood, the most appropriate support personnel will be assigned to resolve the issue.

For issues that relate to the use of Mo.net on in your specific environment, we will liaise directly with your local infrastructure / IT teams. For issues that relate to models developed by a third-party supplier, we recommend that you speak to those suppliers in the first instance. For any other platform / user developed model issues we will help resolve any problems as quickly as possible.

## Software Alliance Support Service Offerings

### Core Support Services Levels

Software Alliance Support Services are available in three levels: Standard, Premium, and Premium Plus. Standard Support is targeted at most standalone and small footprint installations and is included as part of your software licence. If you have a larger, more complex environment, or have Mo.net supporting business-critical modelling applications, then Premium Support is recommended. For clients with "always on" or global operations we can provide Premium Plus support with round the clock support.

	Standard Support	Premium Support	Premium Plus Support
Unlimited phone, web, email support	✓	✓	✓
Access to customer portal	✓	✓	✓
Access to Mo.net Community	✓	✓	✓
Software updates	✓	✓	✓
Standard business hours support (Monday-Friday 9am-5pm UK time, excluding Public and Bank Holidays)	✓	✓	✓
Designated Support Engineer		✓	✓
Escalation management for critical issues		✓	✓
Out of standard business hours (24x7) support, including Public and Bank Holidays			✓

### Service Level Responses

The response times shown below represent the maximum period between a support query being raised and an initial response being given. Initial responses will usually be provided much more quickly.

	Standard Support	Premium Support	Premium Plus Support
Severity 1 – Critical	Initial response within 1 business day	Initial response within 2 hours Updates every 12 hours	Initial response within 2 hours Updates every 12 hours
Severity 2 – High	Initial response within 2 business days	Initial response within 4 business hours Updates every business day	Initial response within 4 business hours Updates every business day
Severity 3 – Medium	Initial response within 5 business days	Initial response within 1 business day Updates every 2 business days	Initial response within 1 business day Updates every 2 business days
Severity 4 – Low	Initial response within 10 business days	Initial response within 2 business days Updates every week	Initial response within 2 business days Updates every week

## Severity Level Definitions

	Description	Resolution
Severity 1 - Critical	Production application down or major malfunction resulting in majority of users unable to perform their normal functions and no workaround available.	SAL will remedy defects and / or provide a workaround within 1 business day of notification of the problem, with a permanent solution within an agreed timeframe.
Severity 2 – High	Critical loss of application functionality or performance resulting in high number of users unable to perform their normal functions	SAL will remedy defects and / or provide a workaround within 2 business days of notification of the problem, with a permanent solution within an agreed timeframe.
Severity 3 – Medium	Moderate loss of application functionality or performance resulting in multiple users impacted in their normal functions	SAL will remedy defects in the next release of the software or within 2 months if earlier.
Severity 4 – Low	Incident relates to some superficial or cosmetic part of the application Minor loss of application functionality / performance or product feature question	SAL will use reasonable efforts to remedy defects and/or provide a workaround in the next release.



## Additional Support Offerings

The Designated Support Engineer is included with Premium / Premium Plus Support and provided as an add-on to Standard Support, providing direct access to a designated technical support expert. This engineer will become knowledgeable about your specific modelling environment and will be able to provide more tailored and faster responses to any issues you face. The engineer will also have fast-track access to the Mo.net Development Team to prioritise any critical software bugs / fixes. In addition to reactive support, you will enjoy regular status calls and quarterly on-site visits and implementation reviews to proactively identify and address potential issues. This offering is ideal for large-scale enterprise deployments, or companies looking to develop a strong centre of excellence around the Mo.net platform.

## Further Information

For more information and to discuss your specific Mo.net support requirements please get in touch.

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