



MAXXESS



MAXXESS Software Support

Support of MAXXESS Software

Solutions based on MAXXESS software are typically expected to operate on a 7x24 basis and to take advantage of the latest features and technologies available. MAXXESS Software Support provides the resources necessary for both software partners and end users to meet these expectations.

Recognising the wide range of operational requirements and system expertise within the software user base, MAXXESS offers four levels of software support to meet these needs in a cost-effective manner.

Standard Software Support: is primarily intended for software partners with a significant amount of training and expertise. It provides Level 2 & 3 technical support on a business-hours basis.

Extended Software Support: is intended for software end users. It provides Level 1, 2 & 3 support on a business-hours basis.

Premium Software Support[§]: is intended for software partners that are supporting particularly critical operations. It provides Level 2 & 3 support on a 7x24 basis.

Enhanced Software Support[§]: is intended for software end users that are supporting particularly critical operations. It provides Level 1, 2 & 3 support on a 7x24 basis.

All levels of support include software updates from patch releases through major revision upgrades. We expect that we will provide major revision upgrades typically on an annual basis.

Response Time

MAXXESS commits to respond to support requests in a timely manner; maximum response times are a function of the nature of the problem reported.

[§] Premium and Enhanced Software Support are available in the Americas only.

Benefits

- Direct access to a team of highly-trained senior support engineers
- E-mail, web-based and phone support
- Scalable support levels
- Software updates
- Service bulletins
- Discounts on Training and Professional Services
- Opportunities for Beta program participation

Requirements

- MAXXESS eAXxess, eFusion and EndPoint software only
- Operating on one of the two most recent versions of MAXXESS software
- MAXXESS Training
- Annual support contract



Problem Classification

	Priority	Characteristics
1	Critical	Major functional impact; no reasonable alternative available
2	High	Major functional impact; reasonable alternative available
3	Medium	Minor functional impact; no reasonable alternative available
4	Low	Minor functional impact; reasonable alternative available
5	Cosmetic	No significant functional impact

Maximum Response Time [Hrs]

	Critical	High	Medium	Low	Cosmetic	Advice/Guidance
Standard/ Extended Support	2	2	8	8	8	8
Premium/ Enhanced Support	2	2	4	4	8	8

Support of Installations without Support Contract

MAXXESS will provide support for installations without a current annual support contract on a best-efforts basis upon payment of reasonable time and material charges. Software upgrades will be provided at published prices.

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