IR Customer Support Policy

For 8x5 Customers

IR Global Support

Effective 11th September 2023

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Introduction

Objective

This document describes the maintenance services offered by IR's Technical Support group. It describes the technical support process, including severity classification and escalation processes and IR's software release policy.

Audience

This document is intended for IR customers, clients, and partners, who have entered into a maintenance agreement for IR's products such as 'Collaborate', 'Transact' or 'Infrastructure' or are considering entering into such a maintenance agreement for IR's products.

Background

This document should be read in conjunction with the support maintenance agreement into which a customer has entered. The maintenance agreement describes the products that are covered, the period of maintenance and the fees payable.

In some countries, an authorised and certified IR distributor will provide Level 1 maintenance services. Their customers will sign the maintenance agreement with their authorised distributor and the distributor will be the central contact for their customers. IR will provide full support to the authorised distributor for any problem reported to them.

The maintenance agreement takes legal precedence where that document and this document overlap. No implied or explicit warranty is provided as part of this document.

This document is subject to change without prior notice.

Technical Support Processes

Support Scope

Support is provided to assist customers who have a maintenance agreement to trouble shoot and resolve problems resulting from the use of IR products. The customer is expected to act as a partner in the resolution of an issue and as such will need to be available to work with IR to perform reasonable actions, such as the gathering of trouble shooting information.

Support is NOT provided to ANY customer who has not paid for maintenance as described below.

Terminology

Current Release	The most recent full release of a product line. The current release is supported under the 'Full Support' phase (see below).
+1 Release	The full release available immediately prior to the current release. The +1 release is supported under the 'Essential Support' phase (see below).
+2 Release	The full release available immediately prior to the +1 release. The +2 release is supported under the 'Sustaining Support' phase (see below).
Full Support	Full Support includes all support services. This includes, but is not limited to: • Assistance using the product. • Provide a workaround or hotfix to address reported issues. • Create new patches at IR's discretion.
Essential Support	Under Essential Support we will: • Provide assistance with using the product, though priority will be given to customers running the current release. • Make all existing patches and minor releases available. • Provide workarounds where possible. • ONLY create new fixes/updates for Priority 1 and 2 issues where no workaround is available. No fixes will be provided for Priority 3 and 4 issues.
Sustaining Support	Under Sustaining Support conditions, we will: • Provide assistance with using the product, though priority will be given to customers running the current release. • Make all existing fixes/updates available. • Provide workarounds where possible. • May direct customers to upgrade to the current release.
EOL	EOL means: • IR Support will direct customers to upgrade Prognosis to the Full Support release. • Support services may be arranged with additional fees on a time and material basis.
Hotfix	A fix consisting of one or more files that needs to be deployed manually.
Patch	A version specific package that contains fixes created for product defects.
Minor Release	An upgrade package that contains new features or functionality. Access to new features or functionality may require the purchase or additional licensing.
Maintenance Agreement	Customer has paid the scheduled annual maintenance fee, as specified in the Software License Agreement, in full in advance for each year.

Contacting IR Support or an Authorised IR Distributor

Telephone

Support via phone is available to all customers with a maintenance agreement. Contact details for each region are included in this document in the section titled 'Global Technical Support Offices'.

Support by phone is available on an 8x5 basis.

Email

Support via email is available to all customers with a maintenance agreement. You can contact support using the email address for your region as shown in the section titled 'Global Support Offices'. An initial response to emails will be sent within 1 business day of receipt.

Emails to support are responded to on an 8x5 basis, with personnel available in local business hours of all IR offices.

Logging a Support Case

Customers with a maintenance agreement can open a support case by emailing support@ir.com. This will create a new support ticket and place it in a priority queue for the support team in your region. Tickets raised via email are normally responded to on an 8x5 basis during local business hours.

Access to Knowledge Base and Downloads

Customers with a maintenance agreement can access product downloads, patches, Help documentation and search for solutions to known issues documented in the knowledge base by going to https://help.ir.com and registering for access.

Global Technical Support Offices

Support contact details for each office are as follows:

Region	Location	Telephone	Email
Asia Pacific (Head Office)	Sydney, Australia	+61 2 9921 1524	support.apac@ir.com
Americas	Denver, USA	+1 800 942 7382 *	support.usa@ir.com
Europe	London, UK	+44 (0) 1895 817 877	support.europe@ir.com

From within North America. Callers from outside North America please call +1 303 390 8780

Contacting an Authorised IR Distributor

For those customers who have entered into a maintenance agreement with an authorised and certified distributor, telephone and email contact should be made directly with the authorised distributor. They will supply a telephone number and email address for the customer to use for support calls. Resolution to customer problems will be delivered to the customer directly by the distributor, even when IR Technical Support is involved in the resolution.

IR's Technical Support may contact the customer directly during Level 2 or Level 3 phases, to obtain further diagnostics, to seek clarification, to test workarounds, or to validate a proposed solution. In these cases, Global Technical Services will keep the distributor notified of all activities.

Severity Classification, Initial Response and Escalation

When a problem is logged with the Global Technical Support group, the Support Engineer will assess its severity based on the following criteria. Note that the severity classifications are based on the impact of the problem on the customer's business.

Severity Classification	Initial Response*	Resolution Goals**	Escalation Procedures
1 – Critical PROGNOSIS is down or totally inoperative OR your business-critical applications are down, and you believe that PROGNOSIS is the cause.	IR will respond within 1 hour of notification of problem	IR will work continuously to provide a workaround or fix within 1 day. Where a satisfactory workaround is found and delivered, IR may incorporate a fix in the next release of the software at IR's discretion.	The engineer assigned to work the issue will inform the local support manager immediately. The local support manager will inform the customer's account manager as soon as possible. The Global Support Manager will be informed should the issue remain outstanding for greater than 12 hours from the initial report of the problem. The Global Support Manager will escalate with the Development Manager if the targeted resolution time of 1 business day to resolution is in danger of not being met. The customer can escalate the problem directly with the local Support Manager at any time.
2 – High Business-critical PROGNOSIS metrics are unavailable or incorrect. PROGNOSIS is impeding the operation of business-critical applications.	IR will respond within 4 business hours of notification of problem	IR will work to provide a workaround or fix within 3 business days. Where a satisfactory workaround is found and delivered, IR may incorporate a fix in the next release of the software at IR's discretion.	The assigned support engineer will escalate this issue to the local Support Manager if at any time the targeted resolution time of 3 business days to resolution is in danger of not being met. The customer can escalate the problem directly with the local Support Manager at any time.

3 – Medium	IR will respond	IR will work to provide	The support engineer will escalate this
A PROGNOSIS component is not operational, and this has minor negative impact on the customer's BUSINESS operations.	within 1 business day of notification of problem	a workaround or fix within 15 business days	issue to the local Support Manager if the targeted resolution of 15 business days is not met.
Eg: A business-critical metric is not available and thus cannot be monitored, leaving customer vulnerable to system problems.			The customer can escalate the problem directly with the local Support Manager at any time.
4 - Low	IR will respond to acknowledge receipt within 2 business day of notification of problem	No targeted resolution time.	The customer can escalate the problem directly with the local Support Manager at any time.
A PROGNOSIS component is not operational but is not impacting customer's BUSINESS operations.		Problems in this category may be fixed in the next available release or patch as appropriate.	
E.g.: A metric useful for capacity planning purposes is unavailable			

* Initial Response – The time begins when customer calls IR to report an issue/error. Customer can expect a returned call or email confirmation to begin case resolution during this time.

**Resolution Goals – This is the time it takes IR doing initial error isolation and root cause analysis on a best-effort basis to apply a workaround or fix to the reported error measured from the time at which the initial notification was made.

Maintenance - Annual Maintenance Fee or Annual License Fee

Note: This section is provided for information purposes and in no way supersedes the specific Terms and conditions of any individual contract.

What is included?

- Access to Global Technical Support or an authorised distributor via phone, or email, on an 8x5 basis, as defined in the maintenance agreement.

- Minor releases of the software as they become available. These are usually provided in the form of patches. Note that this does not extend to new products.

What is NOT included?

- Major release which are stipulated under the arrangement of Product Assurance. See your account manager for more details.

- Support for items within the product that have been created by the user (scripts, user collectors etc.), though assistance may be provided where possible.

- Support for problems arising from use of IR software on unsupported platforms, or from the use of IR software in conjunction with unsupported applications.

- Support for customised scripts or packaging provided by IR at no cost to the customer, or that has been purchased as part of a service agreement through Consulting Services.

- Training in the use of the product. Note that assistance will be provided to aid in a customer's use of the product, but repeated issues that are a result of a user's lack of knowledge of IR's products may be referred to training resources within IR.

- Field tests and beta trials are not covered by the standard maintenance agreement. Support for any such test or trial, and the mechanisms by which it is provided will be negotiated and agreed upon in preparation for the test or trials.

Payment Terms

Maintenance is paid in accordance with the customer's specific contract; usually this is annual in advance.

For products licensed under an Annual License Fee, maintenance services are included in the license fee. Such customers lose the right to use the software as well as rights to maintenance services if they cease paying Annual License Fees.

Maintenance Re-instatement

Maintenance agreements that have lapsed due to non-payment of the annual maintenance fee can be re-instated with the following conditions:

Backdated maintenance must be paid in full. This amount will be backdated to the time that the previous maintenance agreement expired.

Additional 12 months maintenance must be paid in full.

Software Releases and the Product Support Lifecycle

Major Releases

Major releases generally occur every 12-18 months. This timeframe is a guide only and is subject to change at the discretion of IR. A major release will usually include architectural changes in the product, as well as new and improved functionality. It will be made available on one or more platforms.

Minor Releases

Minor releases generally occur every 6-12 months. This timeframe is a guide only and subject to change at the discretion of IR. A minor release will usually include new functionality that utilise the architecture of the major release for which they are designed and built. The content of minor releases, and the frequency of their release are determined by IR.

Patches

A patch is a PROGNOSIS version-specific file that includes one or more fixes for code defects. Patches are 'platform specific' and will include fixes or updates that are relevant for that platform, however all fixes and updates are described in the corresponding readme.txt.

Patches are made available to all customers at the time of their release. The release of an update that addresses a critical problem will be communicated to the customer where possible.

Instructions on how to install an update can be found in the 'Installation Guide.pdf', which is located in the 'documentation' folder, under the PROGNOSIS installation location on a windows machine where the GUI is installed. This file can also be accessed from the Start Menu on the same machines.

Hotfixes

In situations where a customer requires a fix or workaround to address a code defect quickly, IR may provide a hotfix to address an issue. A hotfix may include one or more files that need to be deployed manually onto the customer system the issue was reported on. A hotfix will normally be incorporated into the next patch for the Prognosis version it was identified in, as well as all subsequent versions.

Product Support Lifecycle

The current release of the product is supported under Full Support conditions.

The +1 release of the product is supported under Essential Support conditions.

The +2 release of the product is supported under Sustaining Support conditions.

For an explanation of what is provided under each of these support lifecycle periods, please see the section titled "Terminology".