

ProcessUnity Standard Support Policy

Version 3

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Introduction

This policy describes standard support services that ProcessUnity, Inc. (“ProcessUnity”) makes available to licensees of its Software-as-a-Service applications.

Online Help Center

The ProcessUnity application contains an extensive Online Help Center, which includes guidance on application administration, end-user application functionality, reporting, user management, and other key features.

Authorized Support Contacts

Customers and business partners may identify up to two primary and two backup support contacts (Authorized Support Contacts) that serve as the representatives authorized to receive ProcessUnity support services. Authorized Support Contacts must be registered with ProcessUnity Support prior to requesting and receiving support services.

Authorized Support Contacts serve as the liaison between the customer and the ProcessUnity Customer Support Team. Customers should notify the ProcessUnity Customer Support Team of any changes to Authorized Support Contact personnel or contact information.

Questions beyond issue resolution and basic application usage, such as customer-specific workflow configuration, data integration services, or custom report design are outside the scope of ProcessUnity Customer Support. For information about Professional Services options, please contact Customer Support.

Contacting ProcessUnity Customer Support

Support requests (questions, problems, suggestions) should be submitted through the ProcessUnity Customer Support portal. ProcessUnity provides worldwide coverage through our support center located in Concord, Massachusetts. Cases submitted outside normal business hours are reviewed on the morning of the next business day.

Web Portal: <http://support.processunity.com>

Email: customer.support@processunity.com

Normal Business Hours: 8:00 am – 5:00 pm USA Eastern Time (ET) Monday – Friday (excluding holidays)

Each support request is assigned a unique Case Number in the ProcessUnity support ticketing system. Upon receipt of a new support request via portal or email, an email will be sent acknowledging the request along with a Case Number. After the Case Number is assigned, all on-going correspondence and phone calls with ProcessUnity Customer Support should reference the Case Number.

When submitting a case, please provide the following information to expedite resolution / response:

- Contact Name (Authorized Support Contact)
- Company Name
- Case Priority (P1-P4: See the next section of this document for definitions of these ratings)
- Email Address
- Phone Number
- Instance Name
- User / Role Experiencing the Issue
- Date / Time of the Issue
- Browser Type and Version

- Third Party Products Involved (if applicable)
- Description of Problem (should include date /time when issue occurred and exact error message, if applicable)

When required for certain cases, customers may be asked to provide additional information and access such as:

- Reproducible test case
- Access to the production instance

At the time of initial reporting, a customer support representative may be assigned to coordinate the resolution of the reported problem or question. In the interest of achieving efficiency and timeliness in resolving the case, the Authorized Support Contact should work solely through the assigned support representative.

During the troubleshooting process for customer reported issues, ProcessUnity may request access to a customer’s production instance to aid in the resolution process. If access cannot be provided, ProcessUnity will attempt to recreate the issue for resolution in the customer’s sandbox or via a joint session using remote screen sharing tools.

Case Prioritization and Definitions

ProcessUnity Customer Support will respond to cases reported by customers according to the case priority as defined below. The following is a list of priorities that may be assigned to a case. ProcessUnity understands there may be other factors that justify the need to assign a higher priority than described. If ProcessUnity reasonably determines the case requires a higher or lower priority, then ProcessUnity may change it accordingly.

Priority	Definition
P1	The service is down or unavailable with no viable workaround. P1 is reserved for Production Environments only.
P2	The application fails, which results in a service interruption or degradation impacting significant aspects of business operations. There is an intermittent loss of user connectivity and productivity. A viable workaround is in place.
P3	Cosmetic issues, documentation errors or minor functionality limitations.
P4	How-to questions or product enhancement requests for product features and documentation improvements.

Response and Resolution Targets

ProcessUnity makes commercially reasonable efforts to achieve the following problem resolution service levels.

Priority	Acknowledgement	Response	Customer Communication	Resolution
P1	1 hour	Continuous work until case is resolved 24-hour turnaround	At least daily and as required or requested by the Customer	Connectivity has been restored to the service
P2	< 1 day	Continuous work until an acceptable workaround is provided	Weekly, or as required or requested by Customer	Hotfix, Patch Release, Minor Release or Major Release as required
P3	Next Business Day	Analysis within 2-4 days	As appropriate	A product enhancement ticket will be created for potential future release consideration

P4	< 1 week	As appropriate	As appropriate	ProcessUnity discretion
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Definition of Terms

Acknowledgment: The maximum allowed time period from when a new support request is acknowledged by ProcessUnity Customer Support.

Response: The estimated maximum time period from the initial case report until a workaround, patch or other solution is provided or communicated.

Customer Communication: The frequency of communication between the Customer and ProcessUnity Customer Support.

Maintenance Window: 8:00 pm Friday – 6:00 pm Sunday USA Eastern Time, during which time ProcessUnity may deploy Releases or conduct routine and non-emergency maintenance of the Service.

Resolution: The action taken by ProcessUnity to address the issue and close the case.

All cases identified as application issues are prioritized by Customer Support and resolved with engineering in the form of a hotfix, patch or release.

There are many factors that determine the priority of an issue and the manner in which a fix is released.

- Workaround available
- Priority of case
- Impact to specific customer’s implementation
- Impact to all customers

Workaround: An acceptable workaround allows the customer to continue to use the application or allows the customer to modify a portion of their process until a software fix is available in the form of a hotfix, patch release, minor release or major release.

Application Releases

Release Type	Description
Major Release	Major Product Feature Changes including user interface changes, significant feature improvement or introduction of new features. Defect resolution.
Minor Release	Minor Product Feature Changes including improvements to existing features and new features that can be selectively enabled. Defect resolution.
Patch	Minor functional enhancements to existing features. Defect resolution.
Hot Fix	Defect resolution to address a specific issue.

ProcessUnity provides access to new releases by automatically upgrading customers to the most current version of the application during the Maintenance Window. For Major and Minor Releases, a notice is sent via e-mail to the Authorized Support Contacts with details describing the new release and the anticipated release date. When appropriate, ProcessUnity Customer Support provides updated documentation and release notes to Customers via the ProcessUnity Online Help Center. Release notes describe major enhancements or new functionality contained in the new release.

Supported Browsers & SSO Technology

Browser	Windows Internet Explorer® 11
	Microsoft® Edge for Windows® 10
	The most recent stable versions of Mozilla® Firefox® and Google Chrome™
	The latest version of Safari® for macOS®
SSO	SAML 2.0