

Introducing Infogix Support Packages - Customized Support to Fit Your Company's Support Needs

Infogix Support is dedicated to providing each customer with excellent customer service and response times. Our support packages provide customized support based on your company's needs. We understand that each reported issue is important and the time it takes to resolve an issue is critical to ensure stability of your operations.

Infogix Support provides the following assistance:

Support Areas	Standard Support	Standard Support Plus	Gold Support	Platinum Support
Support Hours	Business Hours 7am – 5pm CT <i>24x7 Support for Production Down Issues</i>	Business Hours 7am – 5pm CT <i>24x7 Support for Production Down Issues</i>	Business Hours 7am – 5pm CT <i>24x7 Support for Production Down Issues</i>	Business Hours 7am – 5pm CT <i>24x7 Support for Production Down Issues</i>
Support Website	<ul style="list-style-type: none"> • WEB ID • List of Open Cases • Dashboard Statistics • Product Information • Access to Knowledge Base • Download Patches • Download Release • Notes • Product Support Lifecycle • Support Policy 	<ul style="list-style-type: none"> • WEB ID • List of Open Cases • Dashboard Statistics • Product Information • Access to Knowledge Base • Download Patches • Download Release • Notes • Product Support Lifecycle • Support Policy 	<ul style="list-style-type: none"> • WEB ID • List of Open Cases • Dashboard Statistics • Product Information • Access to Knowledge Base • Download Patches • Download Release • Notes • Product Support Lifecycle • Support Policy 	<ul style="list-style-type: none"> • WEB ID • List of Open Cases • Dashboard Statistics • Product Information • Access to Knowledge Base • Download Patches • Download Release • Notes • Product Support Lifecycle • Support Policy
Product Support	<ul style="list-style-type: none"> • Product Releases • Product Defects • Patches • Workarounds 	<ul style="list-style-type: none"> • Product Releases • Product Defects • Patches • Workarounds • Assisting with topics from the product guides/online help 	<ul style="list-style-type: none"> • Product Releases • Product Defects • Patches • Workarounds • Assisting with topics from the product guides/online help 	<ul style="list-style-type: none"> • Product Releases • Product Defects • Patches • Workarounds • Assisting with topics from the product guides/online help
Non-Support Related Incident (reported issue unrelated to Infogix product solutions)	None	1 Non-support related incident included	3 Non-support related incidents included	5 Non-support related incidents included

Severity 1 (high)

Any issue in the client's production/test environment that causes an emergency situation that affects the essential service to the client or causes severe business impact

Severity 2 (medium)

Any issue that critically impact's the client's controls development or product usage

Severity 3 (low)

Any issue that is not categorized as high or medium, administrative tasks or administrative inquiries

Infogix Support Packages

Support Areas	Standard Support	Standard Support Plus	Gold Support	Platinum Support
Initial Response Time And Solution Action	Severity 1: One hour response time during business hours of 7:00am to 5:00pm CST.	Severity 1: One hour response time during business hours of 7:00am to 5:00pm CST.	Severity 1: One hour response time during business hours of 7:00am to 5:00pm CST. Within four hour joint debugging.	15-minute response time during business hours of 7:00am to 5:00pm CT. 3 escalation points (CSM, Support Manager, EVP) Severity 1: Within two hour joint debugging.
Issue Management	Severity 1: Production issues monitored by manager level resources within 8 hours.	Severity 1: Production issues monitored by manager level resource within 8 hours.	Severity 1: Production issues monitored by manager level resource within 4 hours.	Severity 1: Production issues monitored by manager level resource within 2 hours and monitored by EVP within 4 hours until resolution.
Upgrade Support	Standard Product Installation Guide	Standard Product Installation Guide	Step by step instructions and guided upgrade for 1 environment.	Dedicated Infrastructure Specialist Step by step instructions and guided upgrade for all environments.
Patch Advisory	None	Patch Notification	Patch Notification	Resource will be provided 2x a year. Step by step instructions and guided upgrade for 4 environments.
Rules Migration Support	None	None	None	Resource will be provided 2x a year.
Yearly Training And Mentoring	None	Standard training for up to 2 people for 1 product.	Standard training for up to 10 people for 1 product.	Standard training for up to 10 people for 1 product and 40hrs of mentoring.
Travel Expense	None	All reasonable travel expenses for on-site resource paid by customer	All reasonable travel expenses for on-site resource paid by customer	All reasonable travel expenses for on-site resource paid by customer
Knowledge Base	None	Included	Included	Included
Standard Fee	Included in the license fee	Additional fees apply	Additional fees apply	Additional fees apply

Develop, implement and optimize your data management and governance strategy with Infogix. Visit www.infogix.com or call +1.630.505.1800 (US, Canada and International), +44 1242 674 137 (UK and Europe).