



**INAPLEX**  
CRM Integration

## **INAPLEX SUPPORT POLICY**

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## AVAILABILITY OF TECHNICAL SUPPORT

InaPlex provides Technical Support Monday through Friday, 08:00 – 18:00 US Pacific Time, excluding specific holidays. If support is needed during non-supported hours such as weekends, contact your sales representative to discuss your options.

All Incidents may be registered with InaPlex via the web site support page, email, or via the InaPlex Technical Support Hotline.

Access	
<b>Support Page</b>	<a href="https://inaplex.com/support/technical-support">https://inaplex.com/support/technical-support</a>
<b>Email</b>	<a href="mailto:support@inaplex.com">support@inaplex.com</a>
<b>Support Hotline</b>	+1 949-784-0708

For critical issues, please phone the InaPlex Technical Support Hotline to speak with a Support Representative.

## INAPLEX SUPPORT POLICY

The **InaPlex Support Policy** provides consistent and predictable guidelines for product support availability when a product releases and throughout that product's life. By understanding the product support available, customers are better able to maximize the management of their integration software investments and strategically plan for a successful integration future.

The InaPlex Support Policy applies to all products currently available through partner licensing and all future release products. This policy supersedes any previous Support Policies. Through the policy, InaPlex offers a minimum of 18 months of Support for major releases (e.g., InaPlex Inaport V9) and point releases (e.g., InaPlex Inaport 9.0) of InaPlex products. All support efforts comply with the InaPlex Service Level Agreement.

Refer to the Supported Product Versions for details on which product versions are considered Current and which are End-of-Life.

Refer to the InaPlex Service Level Agreement section of this document for information on Service Level Targets and other components of the Agreement.

Type of Support	Current Product	End-of-Life Product	Self Help Online Support
Free Product Download	✓	✓	Free access to online content such as Knowledge Base articles, user forums, and online product documentation.
Free Support (Installation, Registration, Hot Fixes)	✓	✗	
Paid Support	✓	✗	
Partner Entitlements	✓	✗	
Consulting	✗	✗	

This policy will be reviewed and updated annually by InaPlex or as needed. Any significant changes to the contents herein will be communicated electronically to all relevant InaPlex Partners and Customers.

If you are a InaPlex Customer and you purchased InaPlex through a InaPlex Reseller, you should first contact the InaPlex Reseller to use their support options then contact InaPlex Technical Support if additional support is needed.

## TYPES OF SUPPORT

### Free Product Download

Free Product Download assistance is provided to all licensed users of InaPlex Applications. InaPlex Technical Support will provide access to application code for all licensed versions of InaPlex via electronic media.

## Free Support

Free Support is offered to all Partners and Customers of InaPlex Software who have issues regarding Product Installation, Product Registration and Hot Fix requests. Free Support is limited to:

- Assisting in getting the InaPlex Application installed. A completed installation is determined by the successful first run of the InaPlex application.
- Providing rudimentary support in establishing initial connectivity via InaPlex Connectors
- Access to product serial numbers by authorized individuals
- Support of issues related to Product Registration and Licensing
- Delivery of Hot Fix to Partners or Customers. A Hot Fix is a partial application release where targeted product functionality has been changed to resolve a specific Incident identified as a Defect. A Hot Fix is distributed electronically to the Partner or the Customer. Hot Fixes are delivered for Current products only. All Hot Fixes are available via a request to InaPlex Technical Support. Any Support Incident that is determined to be a Defect, shall be considered a Free Support Incident.

## Paid Support

Paid Support is offered to InaPlex Partners and Customers who have purchased a Support Incident. Support will be provided for all products that are considered Current and a best effort attempt will be made for all End-of-Life products. Support includes Live Technical support which is general diagnosis of the issue, remote control session(s), and proposed Workarounds, solutions or Hot Fixes.

## Partner Entitlements

Partner Entitlements are offered to InaPlex Partners who are eligible for annual Support Incidents. Like Paid Support, Support will be provided for all products that are considered Current and a best effort attempt will be made for all End-of-Life products. Support includes Live Technical support which is general diagnosis of the issue, remote control session(s), and proposed Workarounds, solutions or Hot Fixes.

## Consulting

InaPlex Technical Support does not provide Consulting to Partners or Customers. Consulting is classified as:

- Anything relating to the design of a InaPlex integration, either at a profile level or on the larger scope of a complete systems-integration design. This also entails translating business requirements into Inaport profiles.
- Integrations and converting an integration from one type to another (example, time based integration to query based integration).
- Advice on customizing templates.
- Training on InaPlex Inaport or adapters. InaPlex Technical Support will be happy to provide syntactical information about how to use individual functions but will not provide general training on how to use the InaPlex product.

- Conducting a Systems Audit such as reviewing maintenance and alert configurations and queue management / queue optimization.
- Reviewing and improving integration performance as performance is directly related to integration design, hardware constraints, network constraints, active directory settings, etc...

First-level Consulting for InaPlex Inaport is generally provided by InaPlex partners. If you are a customer and not currently working with a InaPlex partner, we will be happy to assist you in locating a quality partner for your implementation needs.

If you are a InaPlex Partner or for secondary assistance with design or to maximize your implementation, InaPlex offers consulting for an hourly fee (two hours minimum). For more information on InaPlex Consulting please refer to [Professional Services](#).

## SELF HELP ONLINE SUPPORT

Self-Help Online Support is available throughout a product's lifecycle and for a minimum of 12 months after the product is End-of-Life. InaPlex's online Knowledge Base articles, FAQs, troubleshooting tools, and other resources are provided to help customers resolve common issues.

- [InaPlex Knowledge Base](#)
- [Product Download page](#)
- [InaPlex Support Forum](#)

## SOFTWARE UPGRADES

InaPlex strongly recommends that customers evaluate and install patch releases in a timely manner to make sure that systems are up-to-date with the most recent software. Not all patch releases or point releases are mandatory and should be evaluated accordingly. Point releases and patch releases are available via the InaPlex download page. Timely installation of the most current product releases will ensure that you are running a product that is supported.

## SERVICE LEVEL AGREEMENT

The InaPlex Services Support organization is in place to provide break / fix service supporting InaPlex Software applications. InaPlex delivers this service via the InaPlex Service Desk which is the primary point of contact for all Customer and Partner interactions regarding product issues. InaPlex provides technical support for all Current Products and limited technical support for all End-of-Life Products.

InaPlex provides Support according to commitments made in the Service Level Agreement (SLA). This SLA is intended to define and describe the minimum levels of service that InaPlex Services Support will provide InaPlex Partners and Customers. This Agreement is made with legitimate Customers and Resellers who are legally using InaPlex applications. The nature of the support received, response times, communications guidelines, and target resolution times are driven by Incident Priority. This Service Level Agreement is in effect from 1 January 2016.

### ELIGIBILITY TO RECEIVE TECHNICAL SUPPORT

InaPlex Technical Support is available to Customers and Resellers who meet any of the following criteria:

- Have available pre-purchased Support Incidents
- Have Support Incidents available via Reseller consultant certifications (Entitlements)
- Users who have issues with downloads, installation, or registration

Technical Support does not provide assistance with integration design. Contact your InaPlex Integration Partner or Sales@InaPlex.com for details on purchasing Consulting to assist you with design activities. As Incidents are registered with InaPlex Support, they are debited from the bank of pre-purchased or Entitled Incidents.

### INCIDENT PRIORITY

Incident Priority is the driver for how InaPlex responds to Incidents. A Critical Incident is a more urgent Incident than a Low Priority Incident and as such a Critical Incident shall receive more attention than a Low Priority Incident. Incident Priority can change through the lifecycle of an Incident as Workarounds or Material Impacts change. Incident Priority is set at the sole discretion of InaPlex Software. The following guidelines are used to assess the Priority of Incidents:

Priority	Description
<b>Critical</b>	Production System, Materially Impacted, No Reasonable Workaround in place
<b>High</b>	Production System, Materially Impacted, Reasonable Workaround in place - OR - Non-Production System, Project is Materially Impacted, No Reasonable Workaround in place
<b>Medium</b>	Production System, No Material Impacts - OR -

	Non-Production System, Project is Materially Impacted, Reasonable Workaround in place - OR - Non-Production System, Project is Not Materially Impacted, No Reasonable Workaround in place
<b>Low</b>	Non-Production System, Project is Not Materially Impacted, Reasonable Workaround in place - OR - Request for Information

## SERVICE LEVEL TARGETS

The Service Targets are the goals of the Service Level Agreement. InaPlex commits to meet the following targets as long as the Service Conditions are met.

- All New Incidents registered with Support or via the Telephone will receive e-mail acknowledgement of receipt of the Incident within 1 hour of the user clicking "Submit" ("Acknowledge Time").
- 95% of all Open Incidents will have a code fix or a workaround provided ("Resolution Time") at intervals defined below.

Priority	Acknowledge Time	Resolution Time
<b>Critical</b>	1 hour	Workaround in 1 Day OR Fix in 1 Day
<b>High</b>	1 hour	Workaround in 3 Business Days OR Fix in 3 Business Days
<b>Medium</b>	1 hour	Workaround in 5 Business Days OR Fix in Next Point Release
<b>Low (Best Effort)</b>	1 hour	InaPlex Discretion

**Priority** – As stated above, the priority states the general urgency of the Incident.

**Acknowledge Time** – This is how quickly a caller will receive acknowledgement that the Incident was registered in the InaPlex Incident Management System. Acknowledgement typically occurs via e-mail as an automated response from the Incident Management system.

**Resolution Time** – This is the maximum time period that InaPlex is expected to either provide a reasonable workaround or provide a Fix for an issue. A Fix is either a Hot Fix or providing sufficient information to permanently resolve the issue. When a reasonable workaround mitigates the issue, a Fix



may not be created and the Incident may be closed. The Resolution Time is from the time that the Ticket was Acknowledged during InaPlex Support hours.

## SERVICE CONDITIONS

In order for InaPlex to make the stated targets, Support must not be impeded by lack of information, trace files, logged information, version information, profile files, etc... As necessary, InaPlex Support has the right to request the following information:

- Remote Control access to machines running InaPlex products. InaPlex recognizes that this is not always immediately feasible due to corporate security policies, availability of end customers and expects that each Remote Control session is performed in conjunction with the appropriate Partner or Customer staff.
- The Inaport profile files. InaPlex recognizes that profile files reflect integration design and acknowledges that these files are the intellectual property of the partner or customer. InaPlex will not share profile files with anyone outside of InaPlex and are needed strictly for Incident resolution.
- Inaport log file(s). These files show how Inaport integrations are running and provide key technical information to InaPlex.
- Reports from the Windows Event Log.

If the above information / access is not made available to InaPlex Support in a timely fashion, InaPlex will provide support on a best effort basis, attempting to meet Service targets.

Open Support Incidents may be put on "hold" when a caller is unavailable for a period of time. This status effectively stops the SLA clock and any Incident that has been on "hold" is no longer subject to Service Level Agreement Indemnification. This is used, for example, when a caller will only have access to the systems to needed to troubleshoot at a future date which moves the possible Incident Closure date beyond the SLA compliance date.

InaPlex is not liable to meet Service Targets where Incidents are escalated to third parties. For example, if an issue is identified to be an issue related to a third party API and InaPlex opens an incident with the third party, the SLA clock will stop until the issue is addressed by the third party.

The Customer or Partner has the right to escalate any Incident to the InaPlex Incident Manger at any time if the Service being delivered is not satisfactory. Let your support technician know that you would like this Incident escalated. The Incident Manager will contact you immediately to discuss the Incident and your options.

## INDEMNIFICATION

In the event that Incidents do not meet the appropriate Service Targets, the Partner or Customer may request the Incident to be designated as non-billable. Non-Billable incidents are not charged towards Partner Entitlements or Pre-Purchased Incidents.

# TERMS AND DEFINITIONS

## CURRENT PRODUCT

A *Current Product* is a product that is an actively supported product (a product within the timelines defined by the InaPlex Support Policy). Refer to the Supported Product Versions for details on which product versions are considered *Current Products*. Support for Current Products include:

- Complimentary Support – InaPlex will help, free of charge, callers with issues around product download, installation and registration.
- Paid Support – InaPlex will assess and address questions and issues around the InaPlex product at a pay per Incident model. Contact Sales@InaPlex.com for more details on purchasing Support Incidents.
- Entitlement Support – InaPlex will assess and address questions and issues around the InaPlex product for Certified and Elite partners. Incidents will be deducted from the annual bank of entitled Incidents. Contact Sales@InaPlex.com for more details on becoming a Certified or Elite partner.
- Training – InaPlex provides standardized training on Current products. Contact Sales@InaPlex.com for more details on purchasing training.
- Consulting – InaPlex offers Consulting to our Partners including design reviews, customized training, etc... Contact Sales@InaPlex.com for more details on purchasing consulting.
- Hotfixes – For identified defects, InaPlex will provide Hotfixes free of charge for Current Products.

## DEFECT

InaPlex defines a Defect (also known as a bug) as some technical aspect or functionality of a product that does not execute and deliver results as expected by InaPlex and outlined in the supplied product documentation. An issue is recognized as a Defect only after it has been reproduced in steps provided by the customer and has been confirmed as a Defect in the product by a InaPlex Technical Support Analyst.

Unexpected behavior isolated to a user's specific configuration or environment does not correspond with InaPlex's definition of a Defect. InaPlex Technical Support Analysts can provide troubleshooting suggestions for unexpected behavior in these cases; however, InaPlex is not responsible for the resolution of any such behavior.

Any technical support Incident that is categorized as a Defect shall be considered a non-billable Incident.

## END-OF-LIFE PRODUCT

An *End-of-Life Product* is a product that has exceeded the timelines defined by the InaPlex Support Policy. This is a non-supported product. Refer to the Supported Product Versions for details on which product versions are considered *End-of-Life Products*. Support for End-of-Life Products include:

- Complimentary Support – InaPlex will help, free of charge, callers with issues around product downloads of licensed version of software.

## HOT FIX

A Hot Fix is a partial application release where targeted product functionality has been changed to resolve a specific Incident identified as a defect. A Hot Fix is distributed electronically to the Partner or the Customer. Hot Fixes are delivered for Current products only. All Hot Fixes are available via a request to InaPlex Technical Support. Any Support Incident that is determined to be a Defect, shall be considered a Free Support Incident.

## INCIDENT

InaPlex defines a Support Incident as any of the following:

- Failure of the software programs to perform in accordance with the related documentation in any material respect,
- Any error or defect in the software design or coding that significantly affects software program performance,
- Specific questions about the operation of the software or feature capabilities.

While this issue may involve other aspects of the product, addressing other aspects constitutes a separate issue and requires an additional support Incident. A single support Incident may involve multiple phone calls, e-mails and off-line research. InaPlex Technical Support Analysts are responsible for determining what characterizes a single support Incident and communicating this to its customers. InaPlex Technical Support Analysts will make reasonable efforts to resolve the issue but InaPlex cannot guarantee that every issue will be resolved.

In more complex situations, technical support may determine that the issue, by definition, is not a support Incident and may propose consulting services as an option. Per Incident technical support is not intended as a substitute for consulting.

Per Incident technical support is provided to only Customers and Partners that provide a registered product serial number and that are working with Current Products.

## INCIDENT RESOLUTION

Once an Incident has been identified as being within the extent of technical support, it shall be considered resolved pending completion of any one of the following:

- Providing a reasonable workaround to the issue
- Providing a fix, such as a Hotfix or configuration change
- Providing the information requested
- Escalating Incident to development to be fixed in the next product release