Service Description for the VAM2 Database Application

VIP software support service

Suitable for 1 up to an unlimited number licensed user

The VIP software support service includes the necessary support in training and documentation to set up a first level support (helpdesk) for all aspects related to the operation of the VAM2 database application inside the customers establishment.

The customer´s helpdesk is the first point of contact for all internal inquiries and error messages from the customer and companies working for the customer for analysis and settlement.

The customer´s helpdesk will then be capable to solve most of the support inquiries. In case the problem can not be solved by the customer´s helpdesk personnel the VAM2 support from Weiss AG shall be informed via the web based ticket system. For that purpose the customer will receive their specific ticket system access.

Weiss AG will organize regular webinars (est. 4 dates/year) to establish and keep up to date the information for the helpdesk for the relevant VAM2 application and network administrators.

The VAM2 support is reachable 24 hours a day, 365 days a year. There will at all times be an appropriately qualified support specialist on call at the helpdesk to deal with the requested support.

The customer´s helpdesk personnel shall provide the VAM2 support with a report of the error and any additional infor-mation available and reasonable.

The representative should be prepared with the following to submit a support ticket:

- Contact name
- Telephone number (direct line)
- E-mail
- Issue related to: fronted; back end; web access; toolkit, others
- Severity of the issue in relationship to the impact of it on the business
- Detailed description of the issue

The VAM2 support then processes a support request as follows:

- Completes ticket in the ticket system
- Assesses the problem
- Assigns the initial priority based upon guidelines and business procedures
- Responds with a solution or assigns the request to next level technical support
- Assigned support personnel will examine the problem and decide the course of action to be taken and responds to the help desk personnel

Establishing Priority

Priority defines the severity of problems and has an impact on the VAM2 support resource engagement time line.

While the VAM2 support representative is logging the support request, the representative and Customer will assess Customer´s urgency using the same criteria that define priorities.

These individuals will set initial priority for the support request by using the following guideline:

Priority 1 (urgent):   Complete loss of critical business functions

Priority 2 (high):   High impact; system still runs, but significantly affected usability

Priority 3 (moderate):   Minimal business impact; less important functions are affected

Priority 4 (low):   minor impact leads to (temporarily) impairments, but do not influence the workflow.

Target Response Times

The target response time is the period between the support request (incident, problem or question) of the Customer's helpdesk to the VAM2 support by opening a ticket in the web based ticket system and the time when the VAM2 support representative acknowledges receipt of the request and begins diagnosing or exploring the issue.

Target response time does not specify when an issue will be resolved. The starting point for the target response time is the time of opening the ticket. The finishing point is when Weiss AG informs the customer to progress the issue. From the beginning of the response time Weiss AG is engaged to use their best efforts in ensuring the proper processing of the issue.

Escalation

Escalation is the formal notification of a problem to progressively involve more senior levels of management to enable appropriate actions to be taken to address the problem.

The helpdesk will be the focal point for the coordination of the escalation within Weiss AG and will manage the effective resolution of the problem in conjunction with the Technical Support Team. Escalation to the next level will occur whenever the appropriate escalation wait time has expired. The escalation wait time is measured from the time Weiss AG is notified of the problem. Each time a problem is escalated, it will be to the next level upwards. At the time of escalation, Weiss AG will contact the customer´s helpdesk personnel with an update on the estimated time to resolve the problem.

Escalation levels and response times in accordance with the priority mentioned before are defined as follows:

Escalation Level A	Priority 1	Priority 2	Priority 3	Priority 4
Response Time VAM2 Support	Within 15 min	Within 30 min	Within 1 hours	Within 2 hours

Escalation Level B	Priority 1	Priority 2	Priority 3	Priority 4
Response Time Technical Support Team	Within 30 min	Within 60 min	Within 4 hours	Within 24 hours

Escalation Level C	Priority 1	Priority 2	Priority 3	Priority 4
Response Time Duty Manager	Within 60 min	Within 240 min	Within 24 hours	Within 48 hours

Escalation Level D	Priority 1	Priority 2	Priority 3	Priority 4
Response Time CEO	Within 120 min	Within 480 min	-	-

Updates

Updates will be provided subject to availability by electronic delivery, download access or data carrier.

Updates are subsequent versions of the contractual software, which will be provided on the same platform.
Updates shall mean updated versions of the program, which include error correction, bug fix, improvements of performance and minor, but not substantial extensions of functions of the program for which the number to the right of the second decimal point is increased (e.g.: 2.2 to 2.3).