



SOLUTIONS SUPPORT PROTOCOL & SLA

2025 V1.1



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DOCUMENT AUTOMATION SOLUTIONS

ORDIGINAL

1. Scope of Support Service

The support service will commence and cease (unless renewed/extended) in alignment with the annual solution support dates for the software licenses provided by the manufacturer. ORDigiNAL will provide the support service to the Customer (and/or their Reseller) to ensure the effective use of the application throughout its life-cycle.

The Service will be provided on all software licences for a given period as purchased by the Customer from ORDigiNAL and listed in Section 6 'Components Covered by This Service'.

Provision of remote access for ORDigiNAL support staff to assist in the diagnosis and potential resolution/workaround of reported issues is a requirement of the service. This also delivers key benefits to the Customer including faster response, faster potential resolution/workaround, and reduced downtime.

ORDigiNAL can provide on-site support, but only by exception and only if remote support options have been exhausted and have been unsuccessful in identifying or resolving a given issue. Additional charges for site visits apply, e.g. Travel, hotel.

2. Support Types

ORDigiNAL provide 3 types of support service:

- **Partner Support**

Re-seller Partners are responsible for initial customer call handling and basic triage / diagnostic activities (Level 1) plus technical support using resources that have been specifically trained on the solution in question (Level 2). ORDigiNAL will provide escalation support and manage any required engagement of the software vendor (Level 3).

- **Direct Support**

Re-seller Partners are responsible for initial customer call handling and basic triage / diagnostic activities (Level 1). ORDigiNAL will provide technical support using resources that have been specifically trained on the solution in question (Level 2), plus escalation support and management of any required engagement of the software vendor (Level 3).

- **Direct Support with Helpdesk Service**

ORDigiNAL is responsible for all levels of the support process, including initial customer call handling and basic triage /diagnostic activities (Level 1). Technical support using resources that have been specifically trained on the solution in question (Level 2). Escalation support and management of any required engagement of the software vendor (Level 3).

3. Support Levels

Four levels of support are identified and operate as follows:

Note: The support levels and steps described below and elsewhere in this document relate to items supplied by ORdigiNAL. Items not supplied by ORdigiNAL are excluded from this agreement and their support is the responsibility of others. It is the Customer's and/or Reseller's responsibility to investigate and determine that any such items have been excluded as a possible cause of the current issue before raising a support ticket with ORdigiNAL or additional charges may apply.

- **Level 0 support is provided by the Customer**

Provided by the Customer's IT Team/Helpdesk to offer end user assistance in operating the application. This role is to validate that the end user is operating the system correctly and in accordance with its intended usage. The Level 0 support organisation is responsible for providing local assistance and validating that problems encountered are not due to inaccurate or inappropriate user operation or infrastructure related issues.

- **Level 1 support is provided by the Reseller***

Provided by the Reseller's Technical Team/Helpdesk (* or by ORdigiNAL if a full 'Helpdesk Service' is in place), Level 1 support will receive a support request from the customer's IT Team/Helpdesk (Level 0) and will attempt to validate that incorrect user operation and infrastructure issues have been checked for and excluded as the possible cause of the issue. Level 1 will then use their own technical support skills to suggest operation or configuration changes that may help to isolate or resolve the issue.

- **Level 2 support is provided by the Reseller if a 'Partner Support' contract is in place or ORdigiNAL if a 'Direct Support' contract is in place**

Level 2, which is responsible for the main problem diagnosis/resolution activity, receives a support request from from Level 1 personnel (or Level 0 if an ORdigiNAL 'Helpdesk Service' is in place) and will attempt to identify system level changes/updates etc. that are resolveable locally through set-up or configuration changes. These changes may render the problem closed, or alternatively act as a work around pending a code change. The customer and/or reseller will provide all required and requested support (including onsite) to assist in the identification and resolution of the issue. If the problem is not closed through set-up or re-configuration changes/updates, Level 2 will escalate the problem to the Level 3 maintenance organisation. If a resolution cannot be achieved remotely, ORdigiNAL may arrange on-site resource to progress the problem.

- **Level 3 support is provided by the Software Vendor**

ORdigiNAL Level 2 Support will liase with the supplier (Level 3) to request resolution of the problem, and will maintain communication with all relevant parties as the issue identification and resolution activities progress.

4. Hours of Service

ORDigiNAL office hours (9 a.m. to 5 p.m.) from Monday to Friday, excluding national holidays.

Note that any calls/tickets placed outside of these times will be dealt with at the beginning of the next working period.

5. Call Logging

To send us a request or log a support call, please make sure you use the most appropriate route (below). The Severity/Priority descriptions in the ‘Service Levels’ table (Item 8) will help you to choose.

- For general questions and requests for change, configuration, migration, extensions/renewals, updates, upgrades etc. please send an email to: documentsolutions@ordiginal.com
- For Severity/Priority 2, 3 or 4 issues, please create a support ticket using the ORDigiNAL support portal at: <https://ordiginal.com/partner-portal/>, with your contact details along with information about the solution, license/serial numbers, issue/error description (including supporting screenshots) etc.
- For Severity/Priority 1 issues, please complete the steps described above (for Severity/Priority 2, 3 or 4 issues) but also call ORDigiNAL and alert us to the fact that you have raised a support ticket for a Critical/Catastrophic issue. Call us on +44 (0)20 83 871426, Choose your language and then select option 4 for Support).

6. Components Covered by the Service

Part No.	Description	Site reference	Service Start Date	Renewal Date

7. Customer Support Contact Details

Failure to log support calls using the contacts listed below may result in a delay to resolution as ORDigiNAL will use the contacts provided for support issue communications.

Contact name	Contact number(s)	Email address

8. Service Levels

Part No.	Description	Site reference	Service Start Date	Service Renewal Date	Customer / reseller Responsibilities
1. Critical / Catastrophic	Initial communication: Within 30 minutes. Commence service call work : Within 1 hour.	1 Day	Issue defined as a “Catastrophic / Critical” issue if the impact caused is any of the following:- <ul style="list-style-type: none"> Total failure of the application Function affected is critical to the business operation of the Customer 	<ul style="list-style-type: none"> Notify ORdigiNAL Management Manage call through to closure Engage relevant resources to identify issue and resolution Remote diagnostics 	<ul style="list-style-type: none"> Provide access to requested staff Provide requested information Provide remote access into faulty system and any associated systems/devices Failure to provide required resources will cause the issue to be downgraded to Severity 2.
2. Severe / High	Initial communication: Within 1 hour. Commence service call work : Within 2 hours.	3 Days	Issue defined as “Severe / High” where the fault with the application is such that: <ul style="list-style-type: none"> A frequently used function is failing or unreliable. A large number of users find they cannot use the system 	<ul style="list-style-type: none"> Manage call through to closure Engage relevant resources to identify issue and resolution Remote diagnostics Dispatch on-site resource if necessary 	<ul style="list-style-type: none"> Provide access to requested staff Provide requested information Provide remote access into faulty system and any associated systems/devices Failure to provide required resources will cause the issue to be downgraded to Severity 3.
3. Moderate / Standard	Initial communication: Within 4 hours. Commence service call work : Within one day.	10 Days	Issue defined as “Moderate / Standard” where the fault with the application is such that: <ul style="list-style-type: none"> A function is failing or slower than should be anticipated Not causing impact on Customer’s ability to operate significant business processes Workaround or manual process available 	<ul style="list-style-type: none"> Manage call through to closure Engage relevant resources to identify issue and resolution Remote diagnostics Dispatch on-site resource if necessary Instigate RMA process as required 	<ul style="list-style-type: none"> Provide access to requested staff Provide requested information Provide remote access into faulty system and any associated systems/devices Failure to provide required resources will cause the issue to be downgraded to Severity 4
4. Minimal / Low	Initial communication: Within one day. Commence service call work : Within 5 days.	20 Days	Issue defined as “Minimal / Low” where the fault with the application is such that:- <ul style="list-style-type: none"> Not causing impact on Customer’s ability to operate significant business process Has some minor user interface inconsistencies or documentation is inaccurate 	<ul style="list-style-type: none"> Manage call through to closure Engage relevant resources to identify issue and resolution Remote diagnostics Dispatch on-site resource if necessary 	<ul style="list-style-type: none"> Provide access to requested staff Provide requested information Provide remote access into faulty system and any associated systems/devices

* The term “resolution” covers either a fix or workaround, the time is not a **guaranteed** fix time but a target to work to.

9. Call Escalation Route

ORDigiNAL office hours (9 a.m. to 5 p.m.) from Monday to Friday, excluding national holidays. Based on the definitions of the levels of support (in section 3) the structure for call handling is:

- The end-users detect a problem with the application and report this error to the client’s internal IT help desk organisation who then perform initial diagnostics.
- If the Customer’s internal team (Level 0 support) are unable to resolve the problem they have the responsibility to raise the issue with the resellers support organisation (Level 1) via their agreed submission process. If an ORDigiNAL ‘Helpdesk Service’ is in-place then the customer will raise the issue directly with ORDigiNAL support.
- If the Reseller’s support team (**Level 1**) are unable to resolve the problem, they have two options; depending on the ORDigiNAL support contract in place for this customer implementation:
 1. If a ‘Partner Support’ contract is in place, then the Reseller is also responsible for the ‘Level 2’ support activities so the Reseller’s ‘Level1’ team should pass the call/issue to whoever in their organisation is responsible for ‘Level 2’ tasks.
 2. If a ‘Direct Support’ contract is in place, then ORDigiNAL are responsible for ‘Level 2’ support activities so the Reseller’s ‘Level1’ team should escalate the call/issue to ORDigiNAL via the correct submission process.
- The ORDigiNAL Support Desk (**Level 2 Support**) will send an initial communication to the submitter of the call, or the registered support contacts if the submitter is not recognised, confirming the call number assigned to the log and to be used for all on-going communications. A request for further information may also be made during the initial communication.
- ORDigiNAL Level 2 Support will then manage the call through to resolution or workaround and keep the submitter updated as to progress.
 - If the call is to be routed to a third party (**Level 3**), ORDigiNAL Level 2 Support will manage this activity and continues to have ownership of the call
 - If on-site support is deemed necessary, ORDigiNAL Level 2 Support will manage this activity and continues to have ownership of the call

The following graphic shows the responsibilities and flow described above:

ORDigiNAL Support Matrix			Requires Direct Support
	Partner Support	Direct (ORDigiNAL) Support	ORDigiNAL Helpdesk
Level 0 Customer internal process	Customer	Customer	Customer
Level 1 Initial call handling / triage	Reseller	Reseller	ORDigiNAL
Level 2 Technical Support (Trained)	Reseller	ORDigiNAL	ORDigiNAL
Open Escalated Support Ticket	ORDigiNAL	ORDigiNAL	ORDigiNAL
Level 3 Escalated Support (SME)	Solution Vendor	Solution Vendor	Solution Vendor

10. Management Escalation

Should the need arise, for example if the normal support route is not working or the problem is sufficiently serious to warrant it, then either the customer or the reseller may escalate the current issue to the following for review and (if required) the creation of a specific action plan to resolve the situation.

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11. Software Fixes/Patches

If an issue is raised with ORdigiNAL using the support service and following diagnosis proves to be a software problem, ORdigiNAL will either identify a relevant hotfix/patch/workaround that addresses the issue (i.e. a known problem) and provide the hotfix/patch/workaround to the customer or will escalate the issue to the software supplier, or will escalate internally for further review/workaround/resolution.

It is the customer's or reseller's responsibility to work with ORdigiNAL to test any supplied hotfix/patch/workaround within their test environment prior to it being applied to a production server. If a test environment is not available and application to a production server is the only option, the customer is responsible for ensuring a suitable system/data backup is taken prior to applying the update (hotfix/patch/workaround).

Updates will be applied during normal business hours. Any updates requiring application outside of normal working hours will be subject to prior agreement and chargeable.

12. Software Upgrades

The ORdigiNAL solution software upgrade policy is based on a pragmatic approach of not upgrading customer environments unnecessarily when no issue exists. However, software upgrades (within version) maybe available as part of the support service e.g. if running V4.0, then V4.1, V4.2 etc may be included within the service. If running V4 and a requirement to move to V5 exists due to additional functionality in the new version, ORdigiNAL reserves the right to charge for such upgrades dependant on the software supplier's pricing policy.

Provision of upgrades (above) refers to the software licenses only and not the installation of said licences. Installation is a separate and additional service for which ORdigiNAL can provide a quote.

13. Additional Charges

ORdigiNAL reserves the right to charge for on-site support based on the agreed hourly/daily/project fee if either or both of the following reasons arise:

- Remote access was not made available to perform initial diagnostics
- The issue proves to not lie within the supported software and the Customer has failed in their duty to sufficiently isolate the issue, due to not performing reasonable diagnostic steps including:

- Identifying any platform issues on which the software resides
- Identifying any network issues
- Identifying any user issues
- Identifying any basic configuration issues within the supported software

ORDigiNAL reserves the right to charge for on-site or remote support based on the agreed hourly/daily/project fee, when ORDigiNAL is required to resolve issues or recover a solution due to configuration changes made by the Customer to the supported solution or the infrastructure on which the solution resides, or is reliant upon.

14. Exclusions

The following items and activities are not within the scope of the support agreement:

- Handling of queries regarding use of any associated software, systems, and networks not supplied as part of the solution. This includes, for example, general support of the operating system, database or office software suites.
- The provision of training to the Customer.
- Support requested for projects under separate project agreements.
- Support requested due to server moves unless ORDigiNAL have been formerly engaged to assist, charges agreed, and an order placed for such services.
- Support requests for hardware items not supplied by ORDigiNAL (including Printers, MFPs etc.) even if an element of software that ORDigiNAL has supplied is running on that hardware. In this case the software element would be supported by ORDigiNAL but the hardware would not.
- Support requests for solutions that are no longer supported by the original manufacturer (supplier/vendor) and for which there is no longer an option for support escalation.
- Support requests for software that runs on no longer supported Operating Systems by their respective suppliers.
- Note: The Customer is solely responsible for the security of their data and for all backup / recovery measures in respect of data and all software associated with the solution.