



EXTEDO

eRegulatory Affairs

Customer Support Guidelines

This document provides a description of the customer support standards and procedures of the EXTEDO Customer Support department.



TABLE OF CONTENTS

- 1 EXTEDO's Support Services..... 3**
- 1.1 Standard Support Services.....3
- 1.2 Non-Standard Support Services 3
- 2 Using EXTEDO's Support Services..... 4**
- 2.1 How to Contact Us 4
 - 2.1.1 *Standard Support Hours* 4
 - 2.1.2 *Contact Details* 4
- 2.2 How to Open a Support Case.....5
 - 2.2.1 *Before Contacting EXTEDO Customer Support*.....5
 - 2.2.2 *Describe the Issue* 5
 - 2.2.3 *Required Support Case Information*.....5
 - 2.2.4 *Priority of the Issue* 6
 - 2.2.5 *Support Case Workflow* 7
 - 2.2.6 *Standard Response and Solution Objectives* 8
 - 2.2.7 *Support Case Escalation*..... 8
- 2.3 Customer Portal myEXTEDO 9
- 2.4 How to Get Software Updates 9
- 2.5 How to Request Additional Services..... 10
- 3 Providing Feedback and Rating EXTEDO’s Customer Support Services 11**
- 4 Disclaimer 12**

1 EXTEDO's Support Services

1.1 Standard Support Services

Below you will find the list of EXTEDO's Standard Support Services covered with your support/subscription agreement:

- Creation of technical support cases via web, email or phone in case the EXTEDO software does not work as described
- Access to support resources on EXTEDO's web site and Customer Support Portal
- Tracking, analyzing and resolving of reported support cases
- Status updates on reported support cases via the Customer Portal
- Download of product updates including service packs, hotfixes, enhancements and regulatory updates
- Newsletters regarding new available software versions, product news and training sessions
- Access to EXTEDO product documentation

1.2 Non-Standard Support Services

Non-Standard Support Services need to be ordered separately.

Some examples of Non-Standard Support Services are:

- Installation of new product releases by EXTEDO
- Installation of service packs or hotfixes by EXTEDO
- Repeated questions on how to use the software (covered by user training sessions)
- Case handling of issues that were caused by incorrect customer actions
- Changes made to the configuration by the customer without following the relevant product documentation
- Changes to the system environment like relocating the servers or database
- Not following the product User Guide
- Not following the IQ documents
- Not following the System Requirements
- On-site visits
- Designated Technical Account Manager
- Proactive remote support (e.g., regular system health check)
- Regulatory consulting
- Product training
- Validation support
- Data entry, import and migration by EXTEDO
- Creation of database scripts (exception scripts to solve technical problems)

2 Using EXTEDO's Support Services

2.1 How to Contact Us

2.1.1 Standard Support Hours

Region	Standard Support Hours
Europe	Monday – Friday from 09:00 to 17:00 (CET) excluding German public holidays
United States	Monday – Friday from 08:30 to 17:00 (ET) Monday – Friday from 08:30 to 17:00 (PT) excluding US public holidays

Note: As part of the standard support agreement, a customer is assigned to one region and can contact EXTEDO support during the standard support hours of that region. In the US, this is either Eastern Time or Pacific Time. It is possible to order extended support hours to cover additional support requirements. Please get in contact with EXTEDO support or your EXTEDO sales contact.

2.1.2 Contact Details

Channel	Contact Details
Technical Support Email	support@extedo.com
Service Desk	EU: +49 (89) 189454 144 US: +1 (855) 328 3500 (x1)
Customer Portal	https://myEXTEDO.extedo.com

2.2 How to Open a Support Case

EXTEDO Customer Support categorizes each support request as an individual support case. This includes issues, questions and enhancement requests. Each case is identified by a unique case number and is logged together with detailed case information. Please be sure to record the case number of your request for assistance so that you can reference it for future calls.

2.2.1 Before Contacting EXTEDO Customer Support

To resolve your support request in the most efficient way, it is important that you take the following steps before contacting EXTEDO Customer Support.

2.2.2 Describe the Issue

If you can describe the problem and symptoms before contacting software support, you can speed up the issue solving process. It is very important to be as specific as possible when explaining a problem or question. Please explain what is going wrong and what was expected. The better our support specialists understand your specific problem, the better we can provide a solution for you.

The preferred support language is English or German (can only be covered out of our EU Support Center) otherwise the case processing time could be longer because of additional feedback loops.

2.2.3 Required Support Case Information

Information that should be provided with the initial support request:

- Product version in use (e.g. eCTDmanager 4.0.6 HF1)
- Operating system and database in use (e.g. Windows Server 2012 R2, MS SQL Server 2012)
- Steps to reproduce the issue
- Screenshot of the error message
- Does this error occur only on your computer/user account or are other users affected as well?
- Does the issue occur only for a special data set or for all?
- Was there any change in your system environment?
- Do you work with a central solution (Citrix, Terminal Server)?
- Do you use a DMS? If so, which one (e.g., SharePoint)?
- Can a dump of the database be provided?
- Is remote access to the environment possible?

Note: You can document your specific environment via the Customer Portal via the menu item 'Environments'.

2.2.4 Priority of the Issue

The priority of a support request is determined during a mutual discussion by the requester and support specialist, based on the business impact of the issue. When reporting an issue, please use the following definition as a guideline for determining the priority when contacting us. Properly-categorized cases help to ensure efficient response and resolution times.

Priority	Impact
Critical	<p>The software is not usable. Any primary function does not work and there is no known workaround. Business is impacted severely.</p> <p>Some examples of primary functions are: creating a document, initiating workflow, changing status, publishing.</p> <p>Critical items shall be worked on continuously (during business hours) until the problem is resolved and will take priority over all other issues.</p>
Serious	<p>The software is still functional, but at least one primary function has been impacted and a workaround, if available, is severely time-consuming.</p> <p>Serious items must be worked on in order of priority as mutually agreed upon by the customer and EXTEDO support personnel.</p>
Moderate	<p>Inconvenience increased. Functionality is not highly affected and a workaround is an acceptable alternative.</p> <p>Moderate items will be worked on after critical and serious items have been addressed and based on priority as mutually agreed upon by the customer and EXTEDO support personnel.</p>
Minor	Software functionality not impacted (including fonts, colors, labels, alignment, and the like)

If an acceptable workaround can be provided by EXTEDO, the priority can be reduced in agreement with the requester.

2.2.5 Support Case Workflow

For each support request, a case is opened in EXTEDO's case tracking system. Below you will find the existing case workflow and a description of the different states.

State	Description	Customer Communication
New	Case was reported and entered into the EXTEDO case tracking system. A unique case number was generated and communicated to the requester.	Email that case was created including the case number
Assigned	The new case wa assigned to an Application Support Specialist.	
In Progress	The assigned Application Support Specialist started working on the support case. If necessary, the Application Support Specialist tries to reproduce the issue and analyses it. After an initial diagnosis, a response will be communicated to the requester.	
Pending	The requester was informed that additional information has to be provided in order to analyze the case. In this case, the resolution time is stopped and starts again as soon as the requested information is provided by the requester.	An email requesting the required information is sent
Transferred	The case was escalated to 3rd level (development)	
Solved	A solution for the case is available and was provided to the requester. The requester should confirm the solution within 7 days.	Email sent stating that a solution was provided which needs to be verified. After 7 days, a reminder email is sent. After an additional 7 days, the case is closed automatically.
Wait for Verification	A solution was provided, but it cannot be confirmed within 7 days. A verification date is agreed upon.	A reminder email is sent on the agreed-upon verification day
Closed	The solution was confirmed by the requester and the case was closed.	Email sent that the case was closed

2.2.6 Standard Response and Solution Objectives

When you initially report a support request, possible solutions will be checked in EXTEDO's Issue and Solution Knowledge Base. If the issue cannot be solved by the Service Desk, the case is forwarded to 2nd level support. If required, the case is escalated to our development team. Also, possible workaround solutions are checked. The following table describes the goals for response and solution times:

Priority	Impact	Response Goal	Resolution Goal for Bug Fixes *
Critical	Critical business impact	4 business hours	5 business days
Serious	Significant business impact	6 business hours	next Service Pack
Moderate	Some business impact	8 business hours	as required
Minor	Low business impact	8 business hours	as required

* Please note that most of the reported incidents do not require a bug fix and a solution can be provided in a shorter timeframe

Requirements to qualify for a hotfix delivery are

- Latest available product version is used
- Critical business impact
- No acceptable workaround can be provided

2.2.7 Support Case Escalation

If you feel that the provided support services are not meeting our commitments to you (outlined in these guidelines or by Customer Support Representatives), please contact our Service Desk. Your escalation will be forwarded to the Vice President of Customer Care and will be followed up.

2.3 Customer Portal myEXTEDO

Via the myEXTEDO Customer Portal, you can:

- Check news on the portal entry page
- Open and track support cases
- Manage your profile
- Add and manage profiles of your colleagues (if the Power User role was requested for your portal user)
- Subscribe to EXTEDO announcements
- Download latest product software (only required for on-premises installations)
- Maintain your system environment information (restricted to specific users)
- Access your purchased license information (restricted to specific users)
- Access order information (restricted to specific users)
- Access invoice information (restricted to specific users)

If you do not have a portal user account yet, please contact EXTEDO support.

2.4 How to Get Software Updates

New Software Releases, Service Packs and Hotfix releases are distributed via the Customer Support Portal.

If you have a valid maintenance agreement with us, you will receive your individual credentials to log into the Customer Portal. You can also subscribe to product announcement newsletters via the Customer Support Portal to receive announcements about product updates.

We suggest using the EXTEDO update service to install new releases. This service can be ordered by contacting our Customer Support. If you plan to install new releases by yourself, you need to follow the relevant IQ documents. Please update your environment settings in the Customer Portal when you updated your product version.

2.5 How to Request Additional Services

If you would like to request a service which is not covered via the standard maintenance, you can contact our Customer Support. We will get in touch with you regarding the details.

In addition, EXTEDO offers Extended Support Services. Among the available services are:

- Extended Support Times
- Installation & Update Services
- Critical Submission Support
- System Health Check Service
- Managed Services (Technical and Regulatory Consulting)
- Designated Technical Account Manager

Please contact EXTEDO Customer Support or your EXTEDO sales contact to get details regarding the available Extended Support Services.

3 Providing Feedback and Rating EXTEDO's Customer Support Services

You are welcome to provide feedback regarding our support services.

EXTEDO conducts yearly Customer Satisfaction Surveys and also asks for feedback when support cases are closed.

We are very interested in your feedback and how we can improve our services.

If you have further questions or suggestions regarding EXTEDO's Customer Support Services, please contact our Service Desk at support@extedo.com.

Keith Wallace

Vice President, Customer Care

4 Disclaimer

This is not a legally-binding document and is not for execution. It is intended purely to provide an overview of possible or future functions or services. Consequently, it is subject to change and might not reflect the functions or services that are available.