



# Claromentis - Support and Maintenance Agreement (SMA)

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## 1. Support

### 1.1 Support Overview

Our Support *includes* the following:

- Product queries and support for Intranet Administrators. Support and assistance will be provided via the Discover Support Portal. Refer to sections 1.3 and 1.4 for details on this.
- We may suggest scheduling a Video Call or Screenshare if the support team think it would be beneficial for the resolution of the ticket. Regular calls and/or product training are not provided as part of the standard support contract.

Our Support *excludes* the following:

- Product training.
- Support for end-users.
- Third party applications used in conjunction with the Claromentis software.
- Development or architecture questions outside of a basic supplier security review

Product training can be purchased via the Claromentis Sales team or Partner. Please speak to your Account Manager for further information on this.

## 1.2 Support Availability / Business Hours

The support portal resources such as the Knowledge Base articles and e-learning courses are available 24/7 for self-help.

The Claromentis Support / Business Hours are:

Country (Timezone)	Support Hours
US (EST):	6 AM to 5 PM , Monday to Friday
UK (GMT/BST):	9 AM to 10 PM, Monday to Friday

Public & Bank Holidays:

Country (Timezone)	Support Hours
US (EST) Public Holidays:	Normal support hours apply
UK (GMT/BST) Bank Holidays:	Our Technical Support team are available on an 'On Call' basis for P1/P2 level incidents between 9 AM and 10 PM GMT/BST (6 AM to 5 PM EST)

## 1.3 How to contact us

- To raise a support ticket:

For any product support queries or to notify us of an issue/incident, log-on to <https://discover.claromentis.com/forms/tickets> and click 'submit support ticket'.

- To request a change to your product/user license:

To request a change to the number of users or for additional paid products, log-on to <https://discover.claromentis.com/forms/changes> and click 'submit change request'

- To request an upgrade:

To request an upgrade to the latest version of Claromentis, log-on to <https://discover.claromentis.com/forms/upgrades> and click 'submit upgrade request'

- To raise a change request:

If you would like to discuss a potential change, custom work or project outside of the scope of this support contract, log-on to <https://discover.claromentis.com/forms/changes> and click 'submit change request'

- To provide feedback on our service:

You can provide feedback via the following link:  
<https://discover.claromentis.com/polls-surveys/survey/2#/start>

- To submit ideas or product specific feedback:

You can submit ideas towards the product roadmap at the following link:  
<https://discover.claromentis.com/forms/ideas/add> We welcome all ideas but please be aware that not all suggestions will be possible.

## 1.4 Support Portal

Our support portal is available at: [discover.claromentis.com](https://discover.claromentis.com)

Our support portal includes:

- An online ticketing system, allowing the submission of support tickets, change requests, upgrade requests and license requests.
- Knowledge Base articles provide user guides for our applications and best practice guidance.
- Regular news articles about upcoming releases.
- Communication about important upcoming maintenance or changes to the platform.

Who has access to the support portal:

- Access to our Support Portal '[discover.claromentis.com](https://discover.claromentis.com) will be provided to Intranet Administrators only (not end-users). Our Knowledgebase is however publicly available for all users.
- Intranet administrators will be provided with a username and password and you'll be required to setup two-factor authentication when first logging in.
- We'll provide a maximum of 10 intranet administrator accounts access to our support portal. Anyone wishing to raise a ticket outside of this group (end-users) should contact their Intranet Administrators and ask for a ticket to be submitted on their behalf.
- The Claromentis Support Team should be made aware of any new support contacts for the company, whether it is a new Intranet Administrator, or the changing of an existing contact.

## 2. Service Level Targets

Claromentis will strive to meet the following service level targets for response and resolution times, based on the priority of the issue. The response and resolution times will differ depending on the priority, as defined below:

### 2.1 Priority

Priority	Description	SLA - Target response time	SLA - Target resolution time
P1/Critical	Critical production issue, including system unavailability, with many users affected and no available workaround.	2 hours	8 hours
P2/High	Impact on major functionality, with many users affected and no available workaround.	3 hours	5 days
P3/ Medium	Impact on minor functionality, with some users affected.	24 hours	10 days
	Assistance request or enquiry.	48 hours	N/A

\*All response and resolution times refer to the elapsed time within the US/UK business hours defined in section 1.2.

## 2.2 Priority - Examples:

The following examples are provided not as an exhaustive list, but to help you set the correct priority.

Priority	Example
P1/Critical	Multiple users are unable to login to the system either due to the system being down or the Single-Sign On is not working.
P2/High	Email notifications are failing to send.
P3/ Medium	Users are unable to upload images to news articles.
Assistance or Product Request	How do I do create a folder within the 'Documents' application?

## 2.3 Priority - Changes:

If a workaround is provided, the Claromentis team will change the priority to reflect the current priority of the issue.

If a priority isn't set to the correct priority level, Claromentis reserves the right to change the priority to make sure that the issue is dealt with according to the correct SLA.



## 3. Escalation

### 3.1 Escalation Process:

#### Priority 1 – Critical

If a problem has been not resolved or a workaround provided within 8 hours, the Support Technician assigned to the ticket will ensure the customers ' personnel are updated every 2 hours (at a minimum) and the ticket will be escalated to the Technical Support Manager until resolution.

#### Priority 2 – High

If a problem has been not resolved or a workaround provided within 5 days, the Support Technician assigned to the ticket will ensure the customers ' personnel are updated daily and that the ticket is escalated to the Technical Support Manager until resolution.

#### Priority 3 – Medium

If a problem has been not resolved or a workaround provided within 10 days, the Support Technician assigned to the ticket will ensure the customers ' personnel are kept up-to-date and the ticket will be escalated to the Technical Support Manager until resolution.

### 3.2 Escalation Management:

A named manager will be allocated to all customers providing a quick escalation point for any issues that are not dealt with according to the high standards we set within the Support Team at Claromentis.

If for any reason you are not happy with the services provided by the name escalation manager, a customer complaint can be raised via the Feedback form <https://discover.claromentis.com/polls-surveys/survey/2#/start> or by asking for a complaint to be submitted on your behalf.

## 4. Releases, Updates & Maintenance

Claromentis regularly releases updates to the service in order to maintain the security, performance and reliability of existing functionality whilst continuing to improve and innovate new features. The customer therefore acknowledges that Claromentis will release and deploy software updates on a regular basis to fulfil our commitment to this.

From time to time, we may also need to make change changes or updates to the underlying infrastructure and supporting services.

We have three different types of maintenance, 'Software Release', 'Scheduled Maintenance' and 'Unscheduled Maintenance'.

### 4.1 Software Release:

Our software releases follow semantic versioning, major, minor or patch release. It uses a three-number format (MAJOR.MINOR.PATCH):

**MAJOR:** A major version change (e.g., 1.x.x to 2.x.x) indicates significant changes that may not be backward compatible.

**MINOR:** A minor version change (e.g., 1.2.x to 1.3.x) indicates new features or enhancements that are generally backward compatible.

**PATCH:** A patch version change (e.g., 1.2.3 to 1.2.4) indicates bug fixes or minor updates that are backward compatible.

Our team will send out news articles via our support portal to let you know about any Major software release. Our support team will also help to schedule any update that will resolve support ticket issues. Updates can also be requested through our Upgrade Request form.

Our software releases are carried out within the Support / Business Hours defined in section 1.2, but we'll provide advance notice to limit disruption.

Upon request, upgrades can be carried out outside of the Support / Business hours but this will incur an additional fee (section 5.2).

#### 4.2 Scheduled Maintenance:

This is infrequent but essential maintenance. We'll provide a minimum of 1 weeks notice for this type of maintenance. We'll attempt to apply these updates outside of your business hours where possible, however if you need to apply them outside of the Claromentis Support/Business Hours, additional fees may apply (section 5.2).

#### 4.3 Unscheduled Maintenance.

This is rare and only will be required for urgent changes (for example severe/critical security updates). Minimum of 48 Hours notice. We'll attempt to apply these updates outside of your business hours where possible, however if you need to apply them outside of the Claromentis Support/Business Hours, additional fees may apply (section 5.2).

### 5. Uptime and Availability

Whilst we target "five nines" (99.999%) uptime on our highly-available systems and services, we offer an uptime guarantee of 99.99% for our SaaS platform (available for any customer on SaaS v2 and above, not available for On-Premise Customers).

Uptime Exclusions:

- Software Releases/Upgrades, Scheduled or Unscheduled maintenance (planned downtime).
- Events outside the provider's control (e.g., natural disasters).
- Issues caused by the customer (e.g., misconfigurations).

## 6. Exclusions

### 6.1 Training

Training is excluded from the standard support agreement and must be purchased separately. Section 1.1 details the support that is included.

### 6.2 Support and Maintenance - Out of Business Hours

Claromentis can offer out of business hours support either on an 'On Call' or 'Actively Working' basis.

Please be aware that out of hours support services are dependent on the availability of a suitably qualified Claromentis employee, sub-contractor, or otherwise appointed person, to provide the relevant support services.

Claromentis will attempt to offer hours to suit your requirements, but are unable to guarantee the availability of any Support Technician outside of business hours. These services have limited availability, so it is encouraged to book early to ensure your preferred day is available.

Additional fees will apply and a quote must be agreed with the customer in writing before any work commences.

Please submit a change request (details in section 1.3) to request a quote from the Claromentis sales team or partner.

### 6.3 System Backups

For our SaaS (Cloud Hosted) deployment of Claromentis, our team takes care of backups on your behalf. However, for On Premise customers, the customer is responsible for implementing and monitoring backups. Claromentis accepts no responsibility for configuring and/or maintaining backups if the software is hosted on the customer's own hardware. Please refer to the 'On Premise - Hosting Recommendations & Responsibilities' document for further detail.

#### 6.4 System migration

Migration of the Claromentis software to another server will incur an additional charge. Charges depend on the size and complexity of the migration required.

#### 6.5 Third-Party Custom Development

Whilst Claromentis can offer deliver our own Custom Development, any Third Party Development is not covered by this support agreement. Claromentis accepts no responsibility for any issues that may arise from bespoke applications, functions and/or scripts, which are not written by Claromentis.

#### 6.6 Code modification

You must not, nor must you allow any other person to reproduce, publish, transmit, circulate, distribute, copy, alter, add to, delete, remove or tamper with any part of Claromentis code or indirectly disrupt or interfere (or attempt to disrupt or interfere) other than in the course of using the software and its API (Application Programming Interface) in accordance with the Terms and Conditions of Use. Such action may undermine the security and stability of the software and it is likely to invalidate the support and maintenance agreement.

#### 6.7 On Premise – Remote Connection

We are unable to support or provide maintenance for On Premise deployments via Screenshare. We can provide support to On Premise customers deployments using either a Secure Access Gateway / VPN and Remote Desktop (or equivalent). We also offer On Premise customers the option of deploying a secure access method known as 'Splashtop' (license provided by Claromentis). More details on this can be provided during the onboarding process.

Each Claromentis employee that requires connection to the remote system should be provided with unique login credentials, in the interest of security and non-repudiation.

### 6.8 On Premise – Multi-Factor Authentication

We are unable to support Multi-Factor authentication tied to a single phone number, employee personal device or physical key. We fully support multi-factor as long as it can be unique for each employee and delivered either via a 6-digit access code (Google Authenticator for example), text message or Claromentis owned Yubi Key.

## 3. Review and Amendments

This document will be reviewed and may be amended periodically by Claromentis. The Customer will be notified of any major changes to this agreement.