

Support and Maintenance Overview



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1. Support hours

Claromentis Support hours are Monday to Friday, 9am – 10pm UK time, excluding Bank Holidays.

Please note: UK time is GMT from late October to late March, and BST from late March to late October. Specific dates vary each year.

Claromentis Support can be contacted during these hours by:

- Discover Support Portal: <https://discover.claromentis.com/>

2. Inclusions

2.1. General support and assistance

General support and assistance will be provided via the Discover support portal, where Intranet Administrators can [submit support tickets](#). We may suggest scheduling a Video Call or Screenshare if the support team think it would be beneficial for the resolution of the ticket.

Claromentis will endeavour to support the platform that your system runs on, but shall not hold full responsibility for the maintenance and reliability of any 3rd party application that is used in conjunction with the Claromentis software. Claromentis, will at all times, assist with the configuration and resolution of any 3rd party applications, but may charge for any additional configuration or recovery of such applications (unless explicitly defined in an initial system delivery proposal).

2.2. Access to the customer support portal

Access to our Customer Support Portal 'Discover' will be provided to Intranet Administrators, offering a variety of resources:

- Online ticketing system, allowing the submission of support tickets, change requests, upgrade requests and licence requests
- Downloadable PDF user guides
- Knowledge Base, tutorials, and webinars
- Version change logs

- Regular news articles about upcoming releases
- Contact information

You will have access to ten Discover accounts that are available to be used only by designated Intranet Administrators for that company. Discover account details should not be shared with any end-users of your company, and only Intranet Administrators should submit support tickets.

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.

Claromentis shall use all reasonable endeavours to respond to all support queries within 24 hours of receipt. Due to the large volume of support queries that the Claromentis Support Team process, Claromentis encourages the use of the ticketing system available on Discover, to ensure that this initial response time can be recorded and monitored accurately.

2.3. Named escalation manager

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.

2.4. Three month post-onboarding catch-up

Following the onboarding process your Project Manager will reach out to arrange a catch-up call. The purpose of this call is to ensure that you have the correct resources required to get the most from your intranet and establish if any additional Support or training is needed.

2.5. Submissions towards the product roadmap

Should you wish to submit ideas towards the product roadmap you can do this within the Discover Support Portal by [adding a ticket](#). We welcome ideas but please be aware that not all suggestions will be possible. If you require a specific custom piece, please submit a [Change Request](#).

2.6. Light training

Claromentis offers Intranet Administrators 'light' training, advice, and consultancy as required. 'Light' refers to any small amount of training, which does not exceed 15 minutes in duration. Additional training requirements should be identified and scheduled appropriately.

2.7. Upgrades

Customers with an Annual Support and Maintenance agreement are entitled to unlimited upgrades per year. This includes VI upgrades where applicable and full system backups before each upgrade.

Upgrades are carried out during support hours, i.e. Monday-Friday, 9am – 5pm UK time. Upon request, upgrades can be carried out outside of support hours (to minimise disruption to users), but this will incur an additional fee.

2.8. Customer feedback

We welcome all customer feedback and have a dedicated [Feedback Form](#) on Discover.

3. Exclusions

3.1. System backups

For our SaaS (Cloud Hosted) deployment of Claromentis, our team takes care of backups on your behalf. More details can be found in the following article: [Important information \(for new customers and supplier reviews\)](#)

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 details.

3.2. 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.

3.3. Bespoke development

Claromentis accepts no responsibility for any issues that may arise from bespoke applications, functions and/or scripts, which are not written by Claromentis. Claromentis will endeavour to assist

with the resolution of any issues that may arise as a result of bespoke development, but shall be under no obligation to provide any priority support in these instances.

3.4. 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.

3.5. Out of hours support

Claromentis offers out of hours support services to ensure your system can be maintained with little or no impact to your users.

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.

3.5. Scheduled maintenance

Should you wish for a Claromentis Support Technician to complete any task outside of regular support hours, this must be scheduled in advance. Scheduled maintenance includes installations, upgrades, migrations, and backups outside of business hours.

- Weekday cost per hour (before 9am/ after 5pm Monday to Friday): GBP 225 / USD 345
- Weekend (Fri 5pm – Mon 9am UK time) cost per hour: GBP 225 / USD 345

3.6. Support Technician on standby

It may be useful to have a Claromentis Support Technician on standby in the event that you are completing work yourself outside of business hours.

- Weekday cost per hour (before 9am/ after 5pm Monday to Friday): GBP 120 / USD 195
- Weekend (Fri 5pm – Mon 9am UK time) cost per hour: GBP 120 / USD 195

3.7. Ad-hoc/emergencies

This service is entirely dependent on the availability of a Claromentis Support Technician at the time. Claromentis will endeavour to respond to all urgent issues at any time, but is unable to guarantee availability of Support Technicians outside of the standard support hours. Should a Claromentis Support Technician be unavailable at the time of call, he/she will endeavour to address your issue at the earliest possible opportunity.

- Anytime cost per hour: GBP 325 / USD 500

Please note: Payment must be agreed with the customer in writing before any work commences

4. Service Level Agreements

4.1. Response and resolution times

Priority	Description	Target response time	Target resolution time
P1/Critical	Critical production issue, including system unavailability, with many users affected and no available workaround.	2 hours (within UK business hours)	8 hours
P2/High	Impact on major functionality, with many users affected and no available workaround.	3 hours (within UK business 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

4.2. Escalation process

4.2.1. 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.

4.2.2. 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.

4.2.3. 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.

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