



Customer Support Handbook

RapidDeploy

MidVision support

MidVision's software support is a mix of online processes and customer response teams tailored to provide the most effective software support for your business. In addition to our online support portal, we operate a UK call centre and our response teams are long term industry experts, highly trained and motivated to solve your software problems and answer your questions.

We can ensure efficient issue resolution by:

- Enabling you to log issues 24/7 every day of the year
- Responding to requests within agreed timelines
- Communicating with you from issue logging to problem resolution
- Validating the severity of the problem to ensure the prioritisation is appropriate
- Having the right experts available to take ownership of your problem through to closure
- Providing a defined escalation process should you not be happy with the support you are getting
- Maintaining our commitment to continuous improvement with our Client Care Programme that involves all our customers.

This document explains our support processes and provides the information you need when you require MidVision software support. The terms and conditions are found in the license materials for your software.

Please review this guide carefully as it contains important information regarding the service and support of your software products. The guide is set out as follows:

- I. Our Commitment
- II. Our Software Support Portfolio
- III. Getting the Support you need
- IV. Your Responsibilities

Appendix A: Contacts

Thank you for choosing MidVision. We appreciate your feed back on all areas of our business and support. If you have any comments please e-mail us at sales@midvision.com

Our commitment

We are proud to have entered into a commercial relationship with your business but recognise that this is a responsibility too. We hope to maintain and grow your business by continuing to provide you with market leading solutions to your information technology problems and to help you successfully meet your business objectives.

We recognize that in order to enable you to concentrate on your core business issues, it is crucial that we provide world-class support services that complement our information system solutions.

Our vision is to achieve a level of support excellence that exceeds your expectations and differentiates MidVision in the marketplace by providing:

- Rapid response to your requests
- Fast relief to high impact problems
- Timely problem resolution
- High quality fixes and information
- Up-to-date service and installation information

We are committed to achieving the highest level of customer satisfaction in the industry, with quality focused programs designed to provide services that enhance and maximize the use of MidVision solutions.

We believe MidVision Support is “best in class”. If at any point in our service process, you feel we are not meeting our commitments to you, please speak to your Primary MidVision representative or if your issue has not been resolved speak to your Client Service Partner.

You are also welcome to formalise your concern by emailing support@midvision.com

You will receive an automatic email confirming receipt and a response within two working days confirming that your concern is being investigated, the name of a contact person who is investigating and a target response date.

Our software support portfolio

We offer two main types of support –

1. Self help, including Forum and Community support for all customers.
2. Subscription Support agreements for customers purchasing the Standard & Platinum support agreements.

1. Self Help, Forum and Community via our Online Support Portal

All MidVision software customers can take advantage of the Self-Help services at www.midvision.com. Our self-help software support portal will meet many of your support needs. This will be available for at least one year from when you acquire your product from MidVision.

Self-help capabilities accessible from the website include:

1. Online Help Centre: <https://www.midvision.com/rapiddeploy-how-to-guides/>
2. Searchable online Forum (<https://www.midvision.com/community/>) and Community (<http://support.midvision.com/redmine/projects/rapiddeploy-general>) areas where issues can be raised
3. Technical information, segregated by version, on our documents site: <http://docs.midvision.com>
4. Links to online training tutorials: <https://www.midvision.com/webcasts-videos/>

A standard version of this Software Support Handbook is also available for viewing and downloading on our website at www.midvision.com.

2. Subscription and Support Agreements

We offer three support levels, which we believe are appropriate for most businesses, although we do offer an individually tailored support service. The three standard support packages are as follows:

Our software support portfolio (continued)

	Community support	Standard support	Platinum support
Software subscription	Yes	Yes	Yes
Issue logging			
Electronic problem Submission (24/7)	Yes (Shared Portal)	Yes (Dedicated Portal)	Yes (Dedicated Portal)
Call centre problem Submission	No	No	Yes (24/7)
Enterprise Directory Services and High Availability Support	No	No	Yes (24/7)
Response & Resolution			
Support Hours	Not Applicable	Standard Business hours	Standard Business hours (24/7 for Severity 1)
Response Target	Not Applicable	1 business day	2 hours (30 Minutes for Severity 1)
Resolution Target	Not Applicable	1 business week	8 hours (2 Hours for Severity 1)
Availability	Worldwide	Worldwide	Worldwide

1. Support is not available on public holidays for Community or Standard MidVision Support. Severity 1 support is available 24/7, 365 days of the year including public holidays for MidVision Platinum Support customers.

2. The Response targets are MidVision's objectives to respond to your "severity 1" support requests. In some cases the initial response could result in a resolution of your request, or it will form the basis for determining what additional actions are required to achieve technical resolution of your request.

For Standard and Platinum support, you are provided with a dedicated secure area within our online support portal to:

- Track all issues raised whether via the portal or our customer call centre
- Download interim fixes and updates and regular e-mail updates for fixes
- Search for technical information to help answer your questions

Use of the subscription software and support is subject to MidVision's standard subscription terms available on our website at <https://www.midvision.com/eula/eula-subscription-license/>. MidVision is happy to enter into customer provided MSSA (Master Software & Services) agreements, upon request, for the Platinum support option only.



Our software support portfolio (continued)

3. Complete tailored Services

In addition to our standard support offerings, we are committed to providing our services in a way that meets your business needs. We recognise that our customers run business critical systems and need to minimise system downtime and we are happy to consider alternative ways to provide our services that meet your requirements.

Getting the support you need

Our customers have told us that the best way to interact with MidVision software support is often in conjunction with their skilled employees who understand the company environment and act in conjunction with their internal help desk. We encourage you to adopt such a structure, if you haven't already, as it will help us secure the success of your MidVision solutions.

A description of the severity levels and associated response times is given in the table below:

Severity	Impact	Community Support	Standard Support	Platinum Support
1	Production system down with critical business impact [Ticket: Blocker]	N/A	Within 1 Day	Within 30 Minutes
2	Major Production system issue impacting system ability to run multiple production deployments with major business impact [Ticket: Critical]	N/A	Within 1 day	Within 2 business hours
3	High - Production system major functionality impairment for one user or test system down or unusable for all users [Ticket: High]	N/A	Within 1 week	Within 1 day
4	Normal - Some business impact to a small subset of business or any non-production issue or deployment to a non-production environment. [Ticket: Normal]	N/A	Within 1 week	Within 1 day

1. Our MidVision Software Support call centre

MidVision call centre support is available as part of our Platinum Support Services through a Single Point of Contact (SPOC) telephone number. You will be required to provide your MidVision Customer Number as well as the product number about which you are calling. Please refer to “Appendix A: Contact Information” in this guide for phone numbers.

When you call software support, depending on the severity that you have assigned to the problem, your request will be routed on to a technical specialist in line with the agreed service levels for the problem severity. MidVision’s goal is to return your call within 4 UK business hours for Standard Support and within 2 hours 24/7 for Premium Support for Severity 1 problems.

To resolve your software support service request in the most expedient way please take the following steps before you contact a software support centre:

a) **Understand your problem** - Note down the problem and symptoms as comprehensively as possible before contacting software support, so that a clear understanding of the issue can be recorded which will help expedite the problem solving process. It is very important to be as specific as possible when explaining a problem or question to our software support specialists.

b) **Gather background information** - To solve problems effectively, the software support specialist needs to have all of the relevant information about the problem. Your ability to answer the following questions will help us:

What levels of software were you running when the problem occurred? Please include all relevant products, i.e. operating system as well as related products

- Has the problem happened before, or is this an isolated problem?
- What steps led to the failure?
- Can the problem be recreated? If so, what steps are required?
- Have any changes been made to the system (hardware, software, configuration, etc)?
- Were any messages or other diagnostic information produced? If so, what were they?
- It is often helpful to have a printout of the message number(s) of any messages received when you place the call for support
- Define your problem or question in specific terms and provide the version and release level of the product(s) involved.

Getting the support you need (continued)

c) **Gather relevant diagnostic information (if possible)** - It is often necessary that our software support specialists analyze specific diagnostic information, such as relevant logs, heap dumps, traces, etc., in order to resolve your problem. Gathering this information is often the most critical step in resolving your problem.

d) **Determine the severity level** - You need to initially assign a severity level to the problem when you report it. After that, Severity Levels are determined during a mutual discussion by you and the support analyst, based on the business impact of the issue. If you designated a problem as a Severity 1, MidVision will work on it 7 days a week, 24 hours a day, providing you are also available to work during those hours (assuming Platinum support). MidVision may reduce the severity to a lower level if you do not provide a dedicated resource to work alongside your MidVision support technician 24/7. You can change the severity level of a problem if circumstances change from when it was first entered to match current business impact conditions.

When speaking with a software support specialist, you should also mention the following items if they apply to your situation:

- You are under business deadline pressure
- Your availability (i.e. when you will be able to work with MidVision Software Support)
- Alternate ways to reach you, more than one phone number, email address, etc
- Details of other open support request with MidVision regarding this service
- You are participating in an early support program
- You have researched this situation prior to calling MidVision and have detailed information or documentation to provide for the problem.

Getting the support you need (continued)

Please note: MidVision will use commercially reasonable efforts to respond to service calls from your authorised callers (see Appendix A) within the agreed response times. Our initial response may result in resolution of your request, or it will form the basis for determining what additional actions are required to achieve technical resolution of your request. During Out of Hours (ie. outside of UK normal working hours) we will use commercially reasonable efforts to respond, by telephone, within the agreed response times to service calls which you specify to be Severity 1. An appropriately skilled technical person from your site must be available to work with MidVision's technical support staff during the entire time we are performing support services. Severity 2 and 3 problems reported Out of Hours will be queued for the next UK business day.

2. Accessing our online Software Support

All our customers with current licenses have access to our online support at support.midvision.com. With the Standard and Platinum licenses you will have access to a dedicated (private) portal. The Community license allows you to raise tickets on the shared portal only. When submitting a problem to MidVision Software Support portal about a particular service request, please have the following information ready:

- MidVision customer number
- Product serial number, if available
- Company name
- Contact name
- Preferred means of contact (voice or e-mail)
- Telephone number where you can be reached
- Related product and version information
- Detailed description of the issue
- Severity of the issue in relation to the impact of it affecting your business needs (per table on previous page)

You can post support questions electronically to the same support specialists who deal with calls raised via the telephone support service. Our online portal allows you to put all of the pertinent information about your problem into the problem record. This should save you time and help with problem resolution time. Severity 1 calls should **ALWAYS** be raised using the Call Centre to ensure escalation happens in a timely manner to the support team.

Getting the support you need (continued)

3. Other options

a) Reopening a Support Request

If the recommendations that we provide you to resolve your problem fail to satisfy your requirements please open another Support Request by calling the support centre and referencing the original Support Request number.

b) Submitting Software Requirements (MidVision software only)

Sometimes functionality that appeared to be a defect turns out to be “working as designed”. If, after understanding the original purpose of the functionality, your business requires alternate functional capability, an enhancement request should be raised. This will highlight a new requirement to our software development teams who are responsible for evaluating the requirements and prioritizing those accepted for inclusion into future product releases. Enhancement requests should be raised via online Software Support.

If that’s the case, the most effective vehicle available to provide MidVision software development your software requirements is to input your requirements into our requirements database by raising an enhancement request at support.midvision.com. From there, they go directly to our software development teams who are responsible for evaluating the requirements and prioritizing those accepted for inclusion into future product releases.

Your responsibilities

MidVision does not warrant that our products are defect free, however we do endeavour to fix them to work as designed. You play a key role in this effort:

- Our software support is available to provide you assistance and guidance; however we assume that you will provide information about your system and the failing component, information that is key to resolving the problem. This information includes capturing documentation at the time of a failure, applying a trap or trace code to your system, possibly formatting the output from the trap or trace, and sending documentation or trace information when requested, in hardcopy or soft copy, to our Software Support Specialist who has been tasked with resolving your issue.
- You are also responsible for obtaining fixes, by downloading or by receiving ones that have been shipped to you on media, applying the fixes to your systems and testing the fixes to ensure they meet your needs. Occasionally, removal of installed fixes may be necessary in the process of isolating problems. And sometimes fixing a problem will mean the installation of a later release of the software as some fixes cannot be retrofitted into earlier code.

- **You remain responsible for:**

1. Any data and the content of any database you make available to MidVision
2. The selection and implementation of procedures and controls regarding access, security, encryption, use, and transmission of data (including any personally-identifiable data).
3. You will not send or provide MidVision access to any personally-identifiable information, whether in data or any other form, and will be responsible for reasonable costs and other amounts that MidVision may incur relating to any such information mistakenly provided to MidVision or the loss or disclosure of such information by MidVision, including those arising out of any third party claims.

Stay Informed

We recognise that you have many business priorities and that it is hard to stay informed and up to date on all aspects of our products. We have a system that will email you when new fixes or alerts come out. To register for regular email updates send an email to the registration mailbox (detailed in Appendix A).

Appendix A: Contacts

Contact via Web

Our support tool offers our customers online problem management to open, edit and track open and closed support requests by customer number. The contact details are www.support.midvision.com. The site uses self-registration. Please contact your primary MidVision representative to have your user added to your customer account.

Contact via Phone

If you have an Enhanced or Platinum Support service agreement with MidVision you may contact our customer support teams via telephone. The contact number is as follows: UK: +44 203 368 8980

US toll free number: +1 855 264 8578

Contact via Email

Please note that to ensure speed of response, **ALL** support requests should initially be raised via the call centre or the online web support portal (www.support.midvision.com)

You can communicate with the technical support team using the email: support@midvision.com.

To provide feedback on our services please send an email to enquiries@midvision.com