

ACDI Enterprise Support



The Offer:

24/7 support is now available to purchase from ACDI Professional Services.

Benefits and What's Covered:

An increased availability of technical support to minimize downtime and increase productivity.

How to purchase:

Please reach out to your ACDI representative for pricing and availability.

Support Service Entitlement	M&S Plus 24/7
Email support during normal business hours	✓
Phone support available 24/7	✓
Accessibility to all applicable software updates	✓
Real Time Support	✓
Server-side software upgrade assistance	✓
Annual dashboard training	✓
One time print data audit	✓
Re-embedding MFD reset due to hardware failure	✓

How to use:

The end-user will be provided a 24/7 hotline that will be used outside of the normal business to engage the ACDI support team.

SLA Severity Levels:

Severity 1 (Critical) 2 Hour Response Time

- A mission critical supported product or service is down and no workaround is immediately available.
- The supported production system is down or unavailable.
- The supported components within the end-user production infrastructure crash, corrupt data or there is a significant risk of loss or corruption.
- A crucial supported component is not functioning, resulting in the halt of all operations and critical business impact.

ACDI will document the request and respond within 2 business hours. If the problem can't be resolved due to a bug or other circumstance the 24/7 support team will raise the request with the appropriate development team and the ticket will be triaged the next working business day by the helpdesk during normal hours of operation.

Severity 2 (High) 2 Hour Response Time

- An end-user is unable to use an entire critical component or business-critical feature as described in the documentation and the issue affects a significant number of end-users.
- A significant performance degradation of the end-user's technical services due to supported components that causes high impact on business operations for a significant number of end-users.

ACDI will document the request and respond within 2 business hours. If the problem can't be resolved due to a bug or other circumstance the 24/7 support team will raise the request with the appropriate development team and the ticket will be triaged the next working business day by the helpdesk during normal hours of operation.

Severity 3 (Normal/Limited Functionality)

- End-user is able to use the software; however, there is a non-critical loss of functionality.
- Issue affects some, but not all of the users (e.g. inability to print a certain file, incorrect font rendering, and document preview functionality missing).
- Functionality of some components is impaired, but allows the users to continue using the software.
- Issue is not always reproducible or the issue is intermittent.
- Issue is reported in a non-production environment and does not impact the delivery of service in production environment.

ACDI will document the request, the ticket will be triaged the next working business day by the helpdesk during normal hours of operation.

Service Exclusions:

The following services are not provided with an ACDI Support Agreement

- Technical support resources to install or migrate to different servers. Other Professional Services packages can be purchased to provide installation, training, or configuration of additional features of the software
- Maintenance and Support Services do not extend to issues with end-user networks or infrastructure, end-user hardware, or issues with third-party integrations
- Reconfiguring an MFP as a result of hardware replacement
- Installing printers, drivers, and client software on user workstations

Notes

1. In regards to Severity 1 issues, once the issue is stabilized or a workaround is made available, the issue becomes Severity 3 (Normal).
2. The issue should be reproducible at the moment of ticket creation so investigation can be performed right after the issue is reported.
3. For Severity 1 & 2 cases, a contact phone number is required in order to work on the issue on an ongoing basis.
If you are unreachable over the phone or email, the severity level can be reduced to 3 (Normal) by the decision of a team leader.
4. For Severity 1 & 2 cases, if any help from ACDI's Engineering team is required, it will be provided during ACDI business hours only.

Terms & Conditions for SLAs

ACDI shall not be responsible for the failure to meet a Service Level commitment if the failure is caused by: (i) any breach or non-compliance, or the negligence or intentional acts or omissions of an end-user or its employees or agents; (ii) a fault with any equipment, software or systems not furnished by ACDI, (iii) problems, or configuration or integration issues with end-users own systems, computers or network facilities, (iv) unavailability of the internet or failure of communication networks or power services.