

Support Level Agreements for Stave Apps

Overview

Stave believes in supporting our customers and doing everything possible to ensure your success. This means helping your users along the path, listening to your ideas and app enhancement requests, and responding when you've found a bug.

This document outlines our Support Agreement and Service Level Agreements that assist you as you use our apps and solutions.

Purpose.

The purpose of this document is to identify and detail how STAVEAPPS will support customers using the STAVE applications and suites developed by STAVEAPPS. This document will also detail how escalations will be managed and what the Service Level Agreement between STAVEAPPS customers will be. Please note that the ServiceNow platform SLA is the overarching SLA covering the IaaS and aPaaS platform services. This document is solely for the support services of STAVEAPPS (SaaS) customers only.

Background.

STAVEAPPS has developed multiple applications that are categorized as Enterprise Suites, Tools & Utilities and Custom Applications. It is important to note and understand that support costs may vary depending on the application that is being supported. Enterprise suites like AssetPath, ProcurementPath, OperationsPath and Custom Applications require higher level of support because of the complexity of the application and the number of modules that are part of each of the Enterprise applications. These categories of suites will include a Service Support Contract, while Utilities & Tools applications may not require the same level of support and can be supported through a self-service portal using the combination of ServiceNow and STAVE Knowledge base. STAVEAPPS also understands that some customers may require services for Utilities & Tools. Therefore, Service Desk Support cost models will be available for those customers that need some hand holding.

Learn More

www.staveapps.com/support



North American-based Support Agents

Stave support agents are trained specialists and based out of one of our U.S. or Canadian development centers.



Email Support

Reach us directly via standard email at: support@staveapps.com



Phone Support

Call us toll-free at: 1-855-248-5780



Portal Support

Online documentation and support is available 24/7/365 at: www.staveapps.com/support



Work Hours

Standard Support House: 8am - 5pm Pacific, Monday - Friday



Premium Support Available

Extended support, including after-hours, direct line, and applications specific to your needs are available upon request.

Multi-Channel Inputs.

STAVEAPPS is aware and can get real insights into customer queries can come from different sources like the telephone system, website chat, social media and our Knowledgebase. STAVEAPPS Service Desk application - TeamWork Desk has a built-in channel insight tool that can help agents facilitate communications and resolutions quickly and in some cases automatically. STAVEAPPS agents can use their mobile devices anywhere in the world to manage and track their tickets.

STAVEAPPS currently uses a toll-free number - 1-855-248-5780 for service calls. Calls are answered by our first tier SPOC and will try to resolve issues on the first call. If escalation is necessary, then the case or incident will be escalated to the right party.

STAVEAPPS support can also be accessed through support.staveapps.com and through Social Media like Facebook and Twitter.

Scope of Support.

SaaS scope of support covers STAVEAPPS applications only. LAN and WAN issues are the responsibility of the customers. Network outages below the availability SLA of 99.8% will be the responsibility of ServiceNow and adjustments are included in the ServiceNow SLA.

STAVEAPPS offers three models of support namely:

- Standard
- Advanced.

Standard support is offered to customers as part of the basic application support services. Stave Standard support are normally offered to customers who buy the Stave tools and utilities products. Customers are provided with next-day web and email support.

All Stave Suite and Application products come with 8x5 phone, web and email support. This support is available from 8am - 5pm Pacific time.

Premier Support Plan.

STAVEAPPS understands that there may be customers that have purchased Stave applications that are supported only through a self-service portal knowledge base and may need that personalized support services. This is true also with the Enterprise Suite and Custom applications who may need support for 24/7/365.

STAVEAPPS offers cost effective support services through a yearly advanced maintenance offering for all applications for 52 hours a year through the different channels in section 3. These hours are based on 1 hour of service a week at 30 minutes' interval cumulative every quarter. If the customer does not use the quarterly hours, they lose it. The yearly cost of this service is \$3,000 per year payable in advance. Customers may buy bundles of the Advanced Support Plan as needed.

The service desk can be contacted through the different channels discussed in section 3. The Premier Support Desk will provide the services as shown in Table 1.

Support Site.

TeamWork Desk, includes Ticket Management, Customer Portal, Reports, Help Docs, Mobile and Security. Agents as well as customers can track and manage their tickets using a cloud based solution through their desktops, laptops and mobile devices.

Escalations.

STAVEAPPS is responsible for the first-tier call. STAVEAPPS Service Desk Specialist will be the Single Point of Contact (SPOC) for all service requests from STAVEAPPS customers.

Teamwork Desk allows agents to escalate tickets to other agents. The current escalation points are:

- All STAVEAPPS issues are dealt with and resolved by our Tier 1 agents. Tier 1 agents are currently being handled by the Developer team until that point in time when customer support requirements increase to afford a full-time Tier 1 Service Desk Specialist.
- All STAVEAPPS application that have been customized by partners like Kilderkin and Cask that have issues are escalated to our Tier 2 partners
- Lastly, any ServiceNow Platform issues are escalated to ServiceNow as Tier 3 support.

Alternative Support Services.

Custom support plan is also available at time and material cost. Please contact support@staveapps.com for details.

Modifications.

Changes to this agreement will be made with a written amendment as events warrant and are the responsibility of both STAVEAPPS and STAVEAPPS customer POC. Each POC is responsible for reviewing this agreement prior to approval; and the review should reflect, at a minimum, the customer's emerging requirements and revised Chargeable Object (additional STAVEAPPS) as well as the Service Desk service rates.

Type	Time	Channel	Contact Information	Response Time	Resolution
Core Hours	8AM-5PM Monday through Friday	Phone	1-855-248-5780	Voice Mail 60 mins call back	See Call Priority Definition
After Hours and Holidays	5PM-8AM Monday through Friday, weekends and Holidays	email	Support.staveapps.com	60 mins reply	
		Chat	TBD	Real time	
		Social Media	<ul style="list-style-type: none"> • Facebook • Tweeter 	60 mins call back	

Table 1: Service Support Hours and Response Time

Level	Description	Target Response Time	Target Fix/Work Around time
1	Systems failure, user unable to work	15 minutes' response time from initial call, then 1 hour for diagnostic	8 working hours to resolve or provide a workaround solution
2	Software or peripheral failure, user unable to perform some key tasks	15 minutes to respond to call, 4 hours' diagnostics and resolution	24 working hours to resolve or provide a workaround solution
3	Intermittent hardware/software problem, user still able to perform key tasks	15 minutes to respond to call, 12 hours diagnostic and resolution	3 business days to resolve or provide a workaround solution
4	Information request, no impact on user *	15 minutes to respond to call, 1 day to provide update	1 business day to provide information/advice

Table 2: Call Priority Definition

Contact Stave

staveapps.com

888 Prospect St, Ste 200
La Jolla, CA 92037, USA

Sales

(855) 248-5780
sales@staveapps.com