

# Supporting You.

Whenever you need a helping hand, we'll be there.

## Core Product Support

Core Product Support is included within the licence price of FlowForma recurring licence fee agreements and covers the fundamental workings of the product. This service is applicable whereby clients have a specific issue/bug with the core functionality of the product (as opposed to a specific business process flow built on top of the core product). This covers the functionality of the following services within the product:

- **Forms Builder Engine** – the rendering engine, which displays the relevant forms with their associated workflow
- **Forms Question Engine** – provides all the key field definitions within FlowForma forms, such as repeating tables, calculated fields, enhanced lookups, document upload, cascading drop-downs etc.
- **Forms Rule Engine** – the key integrated element of workflow within the product and covers business rules such as hide/show steps/questions, data validation, email notifications, step assignment, document generation enablement etc.
- **Document Services** – the document generation plug-in [Microsoft Word compatible] which allows clients to build out document templates that link to the relevant business process flow. This also includes business rules on the document template side, which supports the ability to hide/show paragraphs/text based on answers to questions within the flow.
- **OData Feed** – the ability for clients to export flow data from the system via an open standard through to external data warehouses, data marts, and standard databases is supported through the OData feed service provided by FlowForma.

## Premium Support

Premium support is an additional chargeable service available to clients, should they wish to have support for the following services:

- 1. Business Process Flow Configuration** - Support on your custom build business process(es), based on number of questions, business rules, documents generated and steps within the process(es). This support is based on issues specifically in the process(es) built, as opposed to the base product.
- 2. Custom Software Development** - Sometimes, during the process of building a process flow, custom software development is required using the FlowForma SDK. This work may also include systems integration support. FlowForma can support this on a fixed price support contract.
- 3. SharePoint Platform Environment** - The environment on which FlowForma and the associated business process flows reside on can also be supported on a fixed price support.

*Please note, 24x7 support is available at additional cost for environmental (SharePoint) P1 issues should that be required.*

## Core Product and Premium Support Response Times

The following response times may be expected:

Priority	Definition of Priority	Response Time
P1	Total system outage	30 mins (helpdesk telephone)
P2	User impacted but system functionality available	4 hrs
P3	System maintenance required	1 day
P4	Minor issue, non business critical	2 days



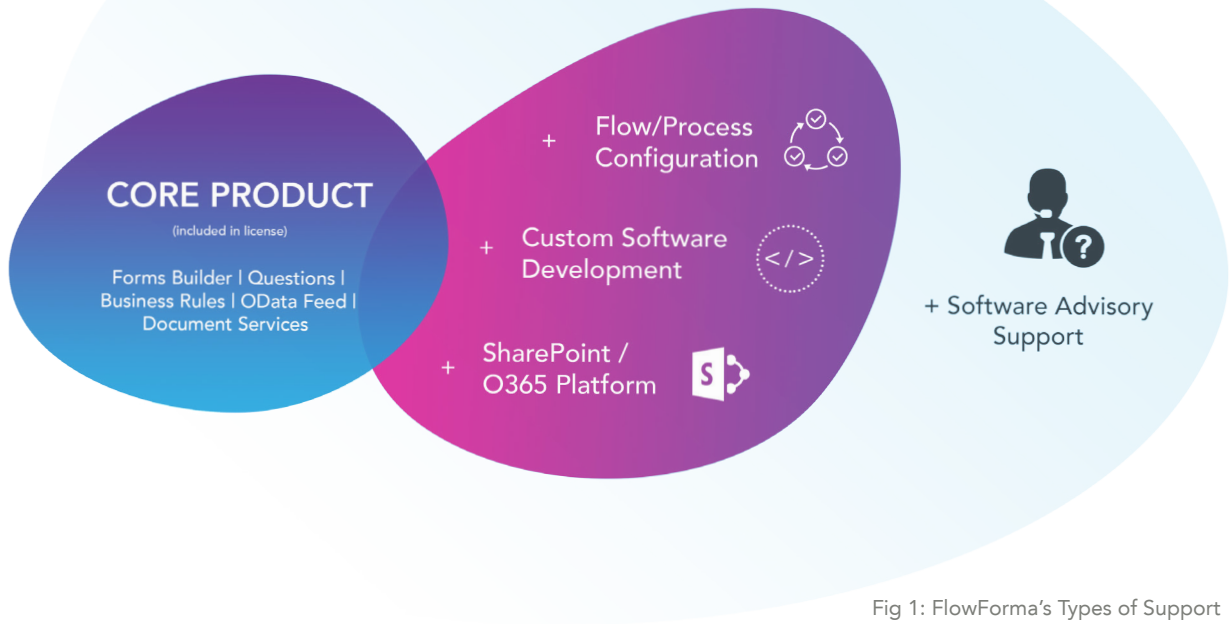


Fig 1: FlowForma's Types of Support

### Software Advisory Services

Software Advisory Support services are the engagement of FlowForma to provide licenced customers with a support facility to assist them during the creation and maintenance of process flows, which is outside the scope of the core product support.

The support will entitle the customer to be in direct contact with a FlowForma Solutions Analyst. Advisory Support will assist the customer in maintaining and extending their knowledge of FlowForma while applying best practice procedures to their processes.

Advisory Support can be used for following:

- On-premise upgrades
- Changes to your flows
- Sense check of new requirements
- Flow permissions
- View creation/updates

### Mechanics of Agreement

- The costs listed will be per month charges for direct contact with FlowForma Solutions Analysts.
- Each call/contact is charged at a minimum of 10 minutes.
- If the query is deemed to require a longer period than 10 minutes, the Solutions Analyst may ask to schedule time where both parties have the appropriate time available.
- Unused monthly time cannot be carried over.

### Response Times

Customer can expect a response time of 4 hours on all contacts for Advisory Services.

**Please Note:** standard support hours are 9.00 a.m. to 5.30 p.m. Monday to Friday, excluding public holidays.

### About FlowForma

FlowForma, the leading provider of Process Automation tools for Microsoft Office 365<sup>®</sup> has been revolutionizing the traditional BPM space with an innovative approach to developing award winning products that empower users to create and streamline processes smarter and faster, utilizing the familiar SharePoint platform, without any coding.

FlowForma is a Gold Microsoft Partner, with over 150,000 users across Europe, America and Asia. The company is headquartered in Dublin with offices in London and Boston and is motivated by its values to innovate, evolve and achieve with employees, customers and partners.

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