

## eDominer support systems – High level overview

*This overview is intended as just that, as each support agreement is tailored to the customer's needs the following should be used as a guideline.*

The eDominer Service Team is an organization designed to provide quality customer care to eDominer clients and partners. The eDominer Maintenance Support Plan includes customer support, maintenance and enhancements that are available to allow our customers and partners to maximize the value of their investment, achieve their business objectives, focus on their core business and provides them with peace of mind that their system is well looked after.

eDominer Customer Support offers direct access via telephone, email and the Internet to our experienced team of technical analysts for problem resolution, incident reporting, and technical guidance on a 24x7 basis.

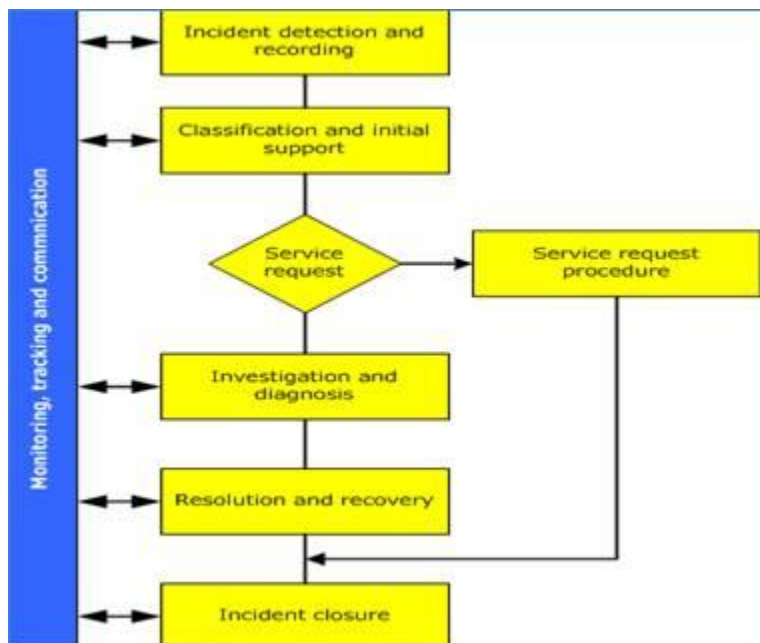
Assistance and problem resolution include:

- High quality problem analysis and responsiveness
- Prioritization of problems based on problem severity
- eDominer's commitment to resolve critical priority issues within 24 hours

eDominer analysts are experienced in problem analysis and follow a structured approach to solving critical and time-sensitive issues. With practical hands-on experience with eDominer EXPAND smERP, the team helps ensure consistent, reliable, and knowledgeable response to your requests.

### Incident management:

Simplified ITIL Process overview for Incident and Service Requests



All incidents are logged, categorised and assigned priority levels according to the agreed service negotiated with the customer and follow the ITIL Process for resolution.

## Escalation management:

Majority of issues are resolved during the initial contact. However, sometimes the more complex and time sensitive issues require the combined focus of eDominer and the client's "Designated Support Contact" resources to provide immediate and complete resolution. There is an escalation process to ensure every request receives the proper attention. Depending on an incident's priority level it will progress sequentially, at different durations through the escalation process. Again this will be defined with the customer during contract negotiations.

### Example: - Priority Assignment Guidelines:

PRIORITY	IMPACT	Response
LOW	<ul style="list-style-type: none"> <li>• General Question(s)</li> <li>• Minimal impact on performance and solution quality</li> </ul> <p>Examples:</p> <ul style="list-style-type: none"> <li>• Documentation Errors, Typos, Behaviour that cannot be duplicated</li> </ul>	5 days
MEDIUM	<ul style="list-style-type: none"> <li>• Questions of Moderate Difficulty</li> <li>• Some impact on software performance and solution quality</li> </ul> <p>Examples:</p> <ul style="list-style-type: none"> <li>• Certain processes run longer</li> <li>• Business Processes that get impacted but there is another alternative being used</li> <li>• Security issues that may affect user groups (i.e. Disabling/Enabling menu/field options for users)</li> </ul>	2 Days
HIGH	<ul style="list-style-type: none"> <li>• Significant Impact on software performance and solution quality</li> </ul> <p>Examples:</p> <ul style="list-style-type: none"> <li>• Document data fields are not populated correctly</li> <li>• Data not saves correctly in EXPAND smERP systems.</li> <li>• Security issues that allow users of eDominer to access windows or functions beyond their security settings.</li> </ul>	8 Hours

CRITICAL	<ul style="list-style-type: none"><li>• Software does not run to completion</li><li>• Solution quality is beyond manual resolution</li><li>• Business Processes are significantly impacted by an error</li></ul> <p>Examples:</p> <ul style="list-style-type: none"><li>• Denied Party Screening functionality not performing</li><li>• Production is stopped (i.e. EXPAND smERP crashes)</li><li>• Security issues which prevent access to the application by established users, rendering the application inaccessible and inoperable to the EXPAND users.</li></ul>	4 Hours
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