



SOFTWARE

B2W Client Services Agreement

Technical Support Service Level Agreement

Introduction

B2W Software offers a comprehensive range of support services to all clients who maintain a current Client Services Agreement, including technical support (via e-mail and phone), software updates, and access to online resources such as knowledge base articles, white papers, and frequently asked questions. An additional set of services are available to clients who purchase a standard implementation package, or who agree to the quoted terms of a professional services proposal.

This document outlines the variety of services offered by B2W Software, and includes a brief description of the process behind them.

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Technical and User Support Services

At B2W Software, unmatched client service is the cornerstone of our business. The following sections provide an overview of the scope of support services offered to our clients.

Scope of Support

The B2W Software Technical Support Department provides phone and e-mail based assistance to clients who experience problems while using a B2W Software element, or who have questions about performing specific actions within the software.

Standard Support Services

The following services are available to all clients with a current Client Services Agreement.

- **Powerful Software Updates & Service Packs** – Released throughout the year, software updates introduce dozens of useful features, most of which originate directly from client feedback. Our service packs also ensure that all B2W Software elements will always work seamlessly with new and future versions of the Microsoft Windows operating environment.
- **Support News, Tips, Knowledge Base & FAQs** – As a member of our client services family you have access to the exclusive B2W Software Client Technical Support web site, where you will find frequently asked questions, news, add-ins and reports, white papers, e-mail subscriptions, documentation and easy-to-access downloads.
- **Unlimited Access to Technical Support Staff** – Immediate support and troubleshooting of all licensed products covered under your Client Services Agreement is just one toll-free phone call away, 24/7/365.
- **Priority Scheduling for Training Sessions** – B2W Software offers a variety of training options, both online and on-site, at our office or yours, and you'll receive top priority scheduling.

Professional Services (Billable Services)

The following services are available by request and are billed at standard hourly professional services rates.

- The creation and delivery of custom reports
- The creation and delivery of custom exports
- Formal web-based training sessions
- Assistance with the process of mining data from a B2W Software database

For B2W Software clients who have purchased a standard implementation package, certain services may be provided at no charge until the closure of the implementation project. Below are professional services items which may be provided during a client's implementation process, but become billable services after training is complete and the implementation project has been closed:

- Assistance with the creation of custom logos for reports and bid forms
- Assistance with the installation of Microsoft SQL Server
- Assistance with the installation and configuration of IIS
- Assistance with the installation and configuration of Microsoft Reporting Services
- Assistance with the configuration of backup strategies & SQL Server maintenance plans
- Assistance with moving a B2W Software database from one server to another

Services B2W Software Does Not Provide

There are several types of service which may not be provided or performed by B2W Software, even as a billable professional service. Other than what is specifically outlined in this B2W Software Client Services Agreement, B2W Software shall have no obligation to provide technical support:

- For software elements that have reached End Of Life (EOL) status and are no longer supported
- For problems arising in non-dedicated server environments (please refer to our Hardware/Software Requirements Guide for details)
- For problems related to a failure to provide an installation environment which meets or exceeds all hardware and software prerequisites
- For problems related to use of a software element for purposes other than those for which it is designed
- For any problems caused by the end user's negligence, abuse or misapplication
- For problems relating to the addition, removal, alteration, or configuration of hardware or software not specifically related to the affected B2W Software element
- For application programs and/or conversions from products or software not supplied by B2W Software
- For the setup, troubleshooting, and/or maintenance of a client's network normally performed by a third party IT vendor including, but not limited to, workstations, servers, printers, routers, switches, and/or VPN technology.

Support Requests

Reporting an Issue

For a user experiencing a problem with a B2W Software element installed within a hosted environment, the primary course of action for obtaining technical support is to call the B2W Software Support Hotline at 888-390-8822. During normal business hours (7:30AM to 6:00PM Eastern Time) the call answered by an experienced support engineer, stationed at B2W Software Headquarters in Portsmouth, NH. Outside of normal business hours, the user is greeted by an automated attendant, and prompted to leave a message for our after-hours support team. In all cases, B2W Software guarantees a response within 30 minutes.

An alternate course of action, typically utilized for communicating a need or request which does not require a fast response is to e-mail a summary of the question or problem to support@b2wsoftware.com. E-mails received during business hours are processed in real-time, in the order they are received, typically within one hour. E-mails received outside of normal business hours are process at the start of the next business day.

Issue Severities

When a user reports an issue, they, along with the B2W Software support engineer who fields the initial call, make a determination as to the severity of the issue. There are five possible severities, listed below from most urgent to least urgent:

- **Blocking** – A condition where the user is not able to perform a mission-critical function within a B2W Software element. Blocking issues are typically time-sensitive in nature, and no workarounds are available. Any application outage is immediately flagged as a blocking issue.
- **Critical** – Similar to a blocking issue, but an acceptable workaround exists which allows the user to continue their workflow.
- **High** – An issue which causes mild frustration or partial loss of productivity, but does not significantly alter the user's workflow or ability to use the software properly.

- **Normal** – A “nuisance” issue which the caller would like to see fixed, but causes little to no frustration or disruption.
- **Low** – An issue so benign in nature that no fix may be required.

Blocking Issues

All blocking issues are treated with the utmost of urgencies, as defined below:

Handling a Blocking Issue During Business Hours

When a blocking issue which stems from a defect within a B2W Software element is reported during business hours, the support engineer immediately triggers a process which communicates the details of the issue to a fast response development team. Any blocking issue is treated as an instruction to cease all current development projects until a solution – or a workaround deemed acceptable by the end-user – has been delivered.

Handling a Blocking Issue Outside of Core Business Hours

Occasionally, a blocking issue may arise outside of normal business hours. If immediate development assistance is required, the on-call support engineer on call escalates immediately to the following individuals, stopping only after positive contact has been made:

- Technical Support Manager
- Vice President of Client Services
- Applicable Product Manager
- Vice President of Development

This point of escalation then coordinates the process of returning the end-user to a functional state by involving any necessary parties within one or more B2W Software development teams.

Delivering Solutions

When an issue reported by a user is determined to be a result of a defect within a B2W Software element, the delivery of solution typically depends on the severity of the issue. A blocking issue will almost always result in a software patch. The timing and application of the software patch delivery will be determined by the Account Management Team, comprised of at least one B2W Software manager, and one manager within the client organization. Critical issues will also be discussed by the same team, to make a determination as to whether a software patch is required. Issues falling into all other severities will be assumed to be addressed within an upcoming major release of the applicable B2W element, unless otherwise noted.

Escalation Process

B2W Software Technical Support Engineers follow a structured escalation process which ensures that the appropriate resources are assigned to respond to cases efficiently and effectively. This escalation process is used as a guide when responding to cases so that each case is treated uniquely to ensure that we effectively address the issue(s) at hand.

In the exceedingly rare event that an end user feels the issue they've reported is not receiving the attention it deserves, their course of escalation will be to send an e-mail to the Account Management Team. Each client member of this team will have a list of mobile phone numbers allowing them emergency access to B2W Software's Technical Support Manager and Vice President of Client Services.