

# Support Policy

4INDUSTRY  
12/1/23

## SUPPORT POLICY

### 1. Product Support

#### Scope

The purpose of Product Support is to resolve incidents that cause a nonconformity in the Subscription Service as compared to the Product Overview. The Product Support is included in the Fees for the Subscription Service. A resolution to a defect may consist of a fix, a workaround, or any other relief, as 4Industry at its sole discretion deems reasonable. Customer Support does not include performing the following services:

1. implementation services;
2. configuration services;
3. integration services;
4. customization services or other custom software development;
5. training; or
6. assistance with administrative functions.

#### Support hours

Product Support is available 24 hours a day, 7 days a week, including all holidays via the “Support Portal”. The 4Industry Customer Service Desk can be reached by Phone for:

Prio	Opening hours	Contact information
P1- Critical in production instances	24x7	+31851303480
P4 – Low to P2- High	8 – 17 CET, excluding public Dutch Holidays	+31851303480

#### Access Contacts

4Industry’s Customer Service portal (“Support Portal”) is located at <https://now.4mation.com/>. Customer may get the logging access to the Support Portal by contacting its 4Industry administrator / contact person.

#### Incident Priority

Priority	Definition	Response	Resolution
P1-Critical	No further work can be performed, and the application is unavailable causing the probability of a serious operational backlog. There is no workaround, and the Error requires immediate attention.	<8 hrs	<24 hrs
P2- High	Multiple key functionalities and processing capabilities are limited, and the Error has significant adverse impact on a large group of end users. There is a workaround, and Plat4mation will make every reasonable effort to circumvent the Error.	<8 hrs	<36 hrs
P3- Moderate	Day to day operational Errors not classified as severity 1 or severity 2 and the Error has some impact on a few end users but does not prevent them from carrying out key activities in the application. If available then a workaround will be provided.	<8 hrs	Next Release
P4-Low	Errors not classified as severity 1, 2 or 3 and has minimal impact on the key activities carried out and effects a very small number of end users.	<8 hrs	Next Release

#### Customer Responsibilities

Customer’s obligations with respect to Customer Support are as follows:

1. Customer will receive from 4Industry communications via email, phone, or through the Support Portal regarding the Subscription Service.
2. Customer will appoint no more than 10 contacts (“Customer Authorized Contacts”) to engage Customer Support for questions and technical issues. The Customer authorized contacts will be identified in the Order Form.
3. Customer must maintain the Customer Authorized Contacts and inform 4Industry of any changes therein.
4. Only Customer Authorized Contacts are authorized to contact Customer Support.

5. Customer will train all Customer Authorized Contacts on the use and administration of the Subscription Service. Customer will cooperate to enable ServiceNow to deliver the Subscription Service and Customer Support. Customer is solely responsible for the use of the Subscription Service by its users.

## 2. DevOps Support

In addition to the Product Support as referred to under section 1 above, additional DevOps Support can be purchased by Customers from 4Industry. Based on the Annual Discounted Price, excluding DevOps Support, the Tier is defined (see Order Form) which determines the applicable DevOps support type:

Tier	DevOps Support Type
1	Standard
2	Standard
3	Premium
4	Premium
5	Enterprise

### Tier 1 and 2: Standard

The Standard DevOps Support encompasses the following:

- Budget of 25 hours per year to:
  - Remote Administration Service
  - Enhancements (Low contact Development)
  - Onsite Functional consulting – Generate backlog, Write workable stories
  - Proactive System Management
- Access to Support interactive portal for raising incidents, requests, projects
- 4Industry upgrades twice per year
- SLA & Reporting
- Support window – 8x5 CET or 8x5 EST

### Tier 3 and 4: Premium

The Premium DevOps Support encompasses the following:

- Budget of 50 hours per year to:
  - Activities listed in Tier 1 and 2
  - Success Services (participation in Product Advisory Council)
  - Automated Customer Business Logic testing
  - Proactive analysis of customer data and propose improvements twice per year
- Support window – 8x5 CET or 8x5 EST

### Tier 5: Enterprise

The Enterprise DevOps Support encompasses the following:

- Budget of 120 hours per year to:
  - Activities listed in Tier 1, 2, 3 and 4
  - Access to Organizational Change Library (Poster, Templates communication Plan, Quick Reference Cards, etc.)
  - Continuously improve and train suggestion engine
  - Continuous improvement on Dashboards & Analytics
  - Manual Customer Business Logic testing
- Support window – 8x5 CET or 8x5 EST