



**JUMPCO (PTY) LTD
(JUMPCO)**

Software and Support



(Formerly TSC Technologies)

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Software and Support (S&S)

JUMPCO offers Software Subscription and Support for the JumpCO Integrator.

S&S is JUMPCO's comprehensive program for software license acquisitions, Software Subscriptions and Support, and JUMPCO iPaaS subscriptions.

Overview

You get Software Subscription and Support with each S&S license you purchase and prorated renewals to your organisation's established anniversary date.

S&S benefits

- Software Subscription and Support with each license.
- Selected Support for certain Open Source and other non-warranted code.
- Comprehensive and flexible upgrade coverage.
- Protection for your technology investments.
- Access to JUMPCO software technical support for all of a customer's designated IT staff.

JUMPCO Software Subscription and Support

S&S includes a JUMPCO Software Subscription and Support feature that complements your JUMPCO software license acquisitions. It includes both product upgrades and technical support, and fosters successful software deployments. With product upgrades, you get complete upgrade and cross-platform migration coverage for most commercially available JUMPCO distributed software. You can upgrade to new releases and new versions as the needs of your business dictate. Technical Support helps keep your users up and running wherever they are working and ensures you're covered with the technical support you need.

With each new JUMPCO-distributed software license you acquire, you get affordable, renewable JUMPCO Software Subscription and Support.

JUMPCO S&S provides:

- product upgrades—new releases and new versions—at your convenience
- phone and online Technical Support—when, where, and how you choose
- And, access to upgrades and Technical Support couldn't be easier.

To download upgrades to your licensed JUMPCO Software, please email info@jumpcointegrator.com

For Technical Support, please email support@jumpcointegrator.com, and detail any

issues you may have. You will receive an automatic Support Ticket (ST) with a reference which you can track. Alternatively dial 011431-1666 to speak to one of our Support Assistants.

JUMPCO Software Subscription:

- This gives you access to new releases and versions of your licensed JUMPCO software.
- The latest technology from JUMPCO ensuring that your IT environment is responsive, reliable and ready for growth and for change

JUMPCO Technical Support:

- This gives you responsive, relevant software technical support
- Online technical support
- Voice support for new deployments, migration, and code-related questions
- Fast problem resolution by phone for all “*Severity 1” situations.

***Severity 1**

When a Support Ticket is opened for a problem reported as a Severity 1 issue (meaning the problem has a critical impact on the customer's business operation with no practical workaround), the JumpCO Service and Support team provides special handling of the Support Ticket:

- After the problem has been assessed, the Service analyst will provide a target date for the next action that is to be taken on this ST.
- Daily tracking updates are logged for the ST in the Ticketing system to note the current action and/or result for the present phase of the problem investigation, analysis, or resolution.

1. TECHNICAL NOTES (FAQ)

1.1 QUESTION: IS THERE AN SLA BETWEEN CUSTOMERS AND JUMPCO?

Is there an SLA (Service Level Agreement) between customers and JUMPCO regarding how long JUMPCO takes to respond to and close STs? Do you set a "time to solve" according to the priority, e.g. 1, Urgent etc.?

1.2 ANSWER

There is no fixed SLA time for each priority. JUMPCO tries to resolve every ST on the

first interaction, although this is not always possible. The STs are worked on according to the severity, which you set. It is very important that the appropriate severity is set for each ST and that it can be adjusted, as needed. However, it is equally important that you communicate to the JUMPCO Support representative the impact of a problem. An ST might not be a severity 1, but it might be causing a significant impact to your organization. If a ST does not seem to you to be receiving the appropriate attention, the formal escalation process can be used, and is customer specific and may involve your Customer Representative or Account Manager. JUMPCO's response objectives continue to be based upon the severity of the request. The following table describes these objectives:

Severity	Impact	Response Goal
1	Critical Business Impact	Within 2 hours
2	Significant Business Impact	Within 4 business hours
3	Some Business Impact	CoB following day
4	Minimum Business Impact	CoB following day

As an alternative to the formal escalation process, you can phone JumpCO on +2711 431-1666 8:00 am - 5:00 pm CAT, Mon-Fri., to discuss the status of your ST with a technical or managerial resource.

1.3 QUESTION: HOW DO I MONITOR THE PROGRESS OF MY ISSUE?

1.4 ANSWER

To monitor the progress of your issue, you can choose from two options:

- Check the status of your issue anytime using the Ticketing System email response*
- Engage in regular communication with the Technical Support Professional assigned to your issue.

*The first email response will prompt you to register as an issue on the project and thus provide you with login details to the ticket monitoring system

1.5 QUESTION: BEFORE CONTACTING SUPPORT WHAT INFORMATION SHOULD I HAVE?

1.6 ANSWER

- Define the problem. Be specific.

- Gather all relevant background information
- What version of software was/is running?
- What operating system version? Which patches have been installed?
- Has this happened before? Is it reproducible?
- What, if anything, recently changed in the environment?
- Determine business impact & assign appropriate severity.

1.7 QUESTION: HOW SHOULD I ENGAGE SUPPORT FOR SEVERITY 1 ISSUES?

1.8 ANSWER

1. Create an ST by emailing support@jumpcointegrator.com.
2. Provide the following information to help JUMPCO Support respond to your issue quickly and appropriately:
 - Indicate that your issue is a severity 1 issue with critical business impact
 - State relevant deadlines.
 - Provide problem description and initial diagnostic information.
 - Indicate your desired update frequency and method of contact.
3. Your issue will be flagged for urgent follow-up and you will be quickly contacted by a Support Professional (SP), who will keep in regular contact with you until your issue is resolved.
4. If you are unable to act as a continuous point/liaison on this issue, please identify another appropriate individual to the SP as soon as possible. You should also add your co-worker to the ST so they can receive notifications, access and respond.

1.9 QUESTION HOW CAN I ESCALATE THE ISSUE?

1.10 ANSWER

If you feel it is appropriate, you can escalate your issue through the following actions:

- Open your Service Request and raise the severity level.
- Ask your analyst to escalate the issue to the next level of Technical Support and/or escalate to the JumpCO Support/Account Manager.