Kiriworks™

Software Maintenance & Support User Guide

OVERVIEW

Your information management system ("System") is comprised of many components and is an integral part of the overall operation of your business. The health of your System is crucial to meeting operational demands dictated by your organization. Deciding to partner with Kiriworks, Inc. is an important first step in recognizing the importance of maintaining the health of your System.

Kiriworks and your organization act as a team to provide the necessary response to issues that may arise with your System. This document provides the basics of how this essential team will function and help you meet your System goals. Please distribute this document to all tasked with administering the System within your organization.

IMPORTANT CONTACT INFORMATION

Method	Details	Support Hours	Comments
Phone	800.242.1777 or 414.271.3014	Monday through Friday 7 AM to 5 PM CST	Production Stopping, Critical Issues
E-mail	support@kiriworks.com	Submit Anytime	Non-urgent Issues
Web	www.kiriworks.com	Submit Anytime	Non-urgent Issues

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CONTACTING KIRIWORKS CUSTOMER CARE TEAM

Step 1 | Gather all necessary information.

1. System version
2. Operation system of affected server or workstation
3. Detailed description of problem
4. Exact text of any error messages or error logs
5. Screenshots of errors
6. Process for recreating situation
7. Severity/impact on business
8. Description of steps taken to troubleshoot situation

Step 2 | Call in or submit support request via e-mail or support portal.

Step 3 | Support requests received outside of business hours are acknowledged at the beginning of the next business day unless contacting after-hours support.

Step 4 | Support Case Number will be provided as confirmation.

SYSTEM COMPONENTS

A System is comprised of hardware components, software applications and system configuration. This document addresses how the Kiriworks Customer Care Team provides maintenance & support of your software applications, configurations, and customizations.

Software Maintenance

Your System likely includes software from one or more software vendors that design software with the express purpose of managing content, processes and cases. A percentage of the total software investment is either paid annually or through your monthly subscription for Software Maintenance. Software Maintenance protects your software investment and entitles you to:

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- Standard Support Tier (as described below) which includes email support for trained system administrators, with 24-hr response time
- New software version releases
- Maintenance, updates and service pack releases
- Kiriworks ability to access vendor support on your behalf
- Access to vendor customer portals (e.g. Hyland Community, Training. OnBase.com, etc.)
- Access to a Kiriworks solution analyst for strategic planning, product research and advice

Software Upgrade Services

Software for new releases, maintenance releases, updates and service packs are provided by the software vendor. Kiriworks can provide upgrade services to assist your company with some or all of the upgrade implementation tasks – billed at our current hourly Professional Services rate (see Kiriworks Services Rate Schedule).

Software Support

Thoughtful and well-planned Professional Services were required to configure the installed software applications that make up your System. However, no amount of careful planning and testing can foresee all potential scenarios that may cause the software to function in an unexpected or undesired manner. Kiriworks provides phone support services – billed at our current hourly Professional Services rate – when undesired behavior occurs in your System and requires phone support initiated by you (see Kiriworks Service Rate Schedule). Examples of support services provided are:

- Support provided by phone, to any customer staff, with 1-hr response time
- Assistance with making configuration changes or resolving errors in the software
- Assistance with troubleshooting issues in customer's computing environment
- Assistance with regular software maintenance tasks
- System administration support
- Troubleshooting customizations made to the software
- After hour assistance
- Unsupported configurations or environments
- Support for customizations

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SUPPORT TIERS

Overview

Kiriworks offers three distinct levels of Software Support based on your needs and the level of interaction you want the Customer Care Team to have with your team and System:

- **Standard Support:** Included as part of your Software Maintenance.
- **Premium Support:** Allows for unlimited phone support as well as other benefits.
- **Managed Services:** The Customer Care Team remotely administers most aspects of your System, and resolves internal end-user tickets for you.

Standard Support Overview

Standard Support includes unlimited e-mail support free of charge with a response to your issues within 24 business hours of first receipt.

Phone support, as well as any remote sessions into your system, are billed at your professional services rate.

Premium Support Overview

Premium Support takes Standard Support further, allowing your team unlimited calls and remote sessions (without charge) during business hours. Premium Support improves e-mail response time with a goal of 4 business hours and includes call response time with a goal of 1 business hour from first receipt.

Click here to learn more about Premium Support.

Managed Services Overview

Managed Services allows the Customer Care Team to act as the administrator of your System. Kiriworks will handle learning, monitoring and maintaining your system. End-user tickets will be handled directly by the Customer Care Team.

Click here to learn more about Managed Services.

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Support Tiers Matrix

	Standard	Premium	Managed Services
E-mail Support	Unlimited 24 Business Hours	Unlimited 4 Business Hours	Unlimited 1 Business Hour
Phone Support	Pay as Needed 1 Business Hour	Unlimited 1 Business Hour	Unlimited 30 Business Minutes
Chat Support	Unlimited 24 Business Hours	Unlimited 4 Business Hours	Unlimited 1 Business Hour
Customization Support	Pay as Needed	Initial Triage	Covered
Availability	Weekdays 7AM to 5PM CST	Weekdays 7AM to 5PM CST	Weekdays 7AM to 5PM CST
After Hours	Premium Rate (2X PS Rate)	Standard PS Rate	Standard PS Rate
Health Checks		Annually	Quarterly

Solution Accelerator Support

Customers that have purchased a Solution Accelerator from Kiriworks have access to our Solution Accelerator Support tier. Solution Accelerator Support provides the same service level agreements outlined under Premium in the Support Tiers Matrix above – along with the following benefits:

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- Access to all Solution Accelerator documentation and training videos.
- Direct access to Customer Care Team Support engineers that are fully trained on the Kiriworks portfolio of Solution Accelerators and have immediate access to all solution documentation.
- Customer Care Team Support engineers are able to coordinate and collaborate with members of our Solution Development team to resolve support requests.
- Products within the Kiriworks portfolio of Solution Accelerators may contain features related to regulatory reporting. If a Solution Accelerator contains regulatory reporting, Kiriworks will issue an official change log when modifications are made to the Solution Accelerator meet regulatory requirements. Customer may elect to make these changes on their own or engage Kiriworks Professional Services – *billed at our current hourly Professional Services rate*.

EXPECTATIONS AND RESPONSIBILITIES

Kiriworks Customer Care Team Responsibilities & Objectives

- To staff personnel trained and certified in the Systems we deliver and to have these staff available during standard business hours, to assist you in support of your system configuration and software application.
- To acknowledge phone or e-mail support requests with a goal of one hour from receipt.
- To involve the software vendor when a resolution cannot be found within our defined guidelines and you have communicated that the case is negatively impacting your business.
- To employ methods to provide remote assistance using reliable and secure industry recognized tools or to accommodate your special requirements for onsite assistance.
- To monitor vendor bulletins regarding known issues and their resolutions and to proactively communicate those issues to the designated staff in your organization.
- To suggest Professional Services in cases where additional assistance is required or when your resource capacity is not fully developed and failure to resolve the case is a timely manner is negatively affecting your business.

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Your Responsibilities

Kiriworks requests the following in order for us to provide you the best possible service:

- Customers are expected to maintain their vendor Software Maintenance to receive optimal support from Kiriworks. Priority is given to customers who have current Software Maintenance in place.
- Customers should designate primary and alternative "administrators" of the systems supported by Kiriworks. These administrators are expected to have completed the training necessary to support the System. You recognize that Kiriworks will rely on the instruction of these administrators while working with your System.
- You should notify Kiriworks of changes to contact information or personnel information of these administrators.
- You should address and take action to resolve issues, apply patches or make configuration changes that affect the performance or availability of your System that have been communicated by our staff.
- You should be able to reproduce or provide evidence of the behavior for which you seek assistance.
- Kiriworks provides support primarily via remote assistance tools. You should be willing to use the tools provided by Kiriworks or an acceptable substitute provided by your internal IT staff. Kiriworks management must approve any customer provided remote assistance tools before they can be used by Kiriworks Customer Care Team. Please contact Kiriworks CISO to discuss.
- Onsite support is available when remote access is not permitted, but subject to staff availability and Professional Service fees. Customers requiring onsite support will be charged travel expenses.
- When possible, support phone calls should be initiated by the designated system administrator. If using onsite support, the system administrator should be present at the time of the visit.
- Change management: Customers should update Kiriworks when changes are made to the configuration, including modifications to the application, location of application files or services and changes to hardware supporting the application. Installation of publicly distributed operating system patches do not need to be reported, but Kiriworks strongly recommends that customers manage the distribution of operating system patches in their environments as some patches have been known to conflict with the systems we support.

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- Kiriworks does not require the use or disclosure of protected health information ("PHI"), as such term is defined in the Health Insurance Portability and Accountability Act of 1996, as amended ("HIPAA"), in order to perform the services described in this document. Customer will notify Kiriworks if it believes Kiriworks will have access or be exposed to PHI. Kiriworks does not knowingly create, receive, maintain, transmit such information and any of the foregoing that may occur, if at all, would be incidental to our support services.

SOFTWARE SUPPORT ESCALATION PROCESS

Kiriworks' goal is to have support personnel available who are able to resolve your issue during the first contact; however, the complexities of your unique configuration and software may require escalation of your support request according to the procedures below.

Level 1 | Kiriworks Customer Care Team

1. Log the Support request and provide tracking number
2. Begin troubleshooting
3. Identify all components involved in the issue
4. Identify severity of the issue
5. Escalate to Level 2, as needed

Level 2 | Kiriworks Professional Services Team

1. Takes ownership of the issue from Level 1
2. Maintains ownership until resolution is attained
3. Perform advanced diagnostics
4. Perform in-depth troubleshooting (e.g. stepping through code, recreating in test environments, etc.)
5. Escalate to Level 3, as needed

Level 3 | Software Vendor

1. Analyze error logs
2. Search internal knowledgebase of issues
3. Log Software Change Request, if needed
4. Provide maintenance release of software, as needed
5. Attempt to recreate issue

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AVAILABILITY OF KIRIWORKS CUSTOMER CARE TEAM

Kiriworks Customer Care Team staff is available during Kiriworks standard business hours. The hours are currently Monday through Friday, 7:00 AM to 5:00 PM Central Standard Time (CST) except holidays observed by Kiriworks. Kiriworks closes in recognition of the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Friday after Thanksgiving Day
- Christmas Eve
- Christmas Day
- New Year's Eve

In the event that a holiday falls on a weekend, Kiriworks may designate Friday before the weekend or Monday after the weekend as an observed holiday.

After hours assistance is available by calling 800.242.1777 and following the prompts.

Kiriworks Software Maintenance & Support User Guide is subject to change at any time due to software vendor requirements and changing business needs. Kiriworks will endeavor to notify customers of any changes that may significantly impact support of your System.

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