

# *Customer Support Reference Guide*

*A value driven technology company that understands YOUR business needs*



**NANO INFOSOFT**  
IMAGINATION LEADS INNOVATION

## Table of Contents

1. Definitions
2. Contacting Customer Support
3. Logging a case
4. Supported languages
5. Customer Support resolution
6. Customer satisfaction surveys
7. Product maintenance
8. Severity level guidelines
9. Source code access
10. Support of releases
11. Best practices
12. Customer responsibilities
13. Additional NIS non-maintenance support
14. Training
15. Configuration and integration services
16. OASIS
17. Contact Information

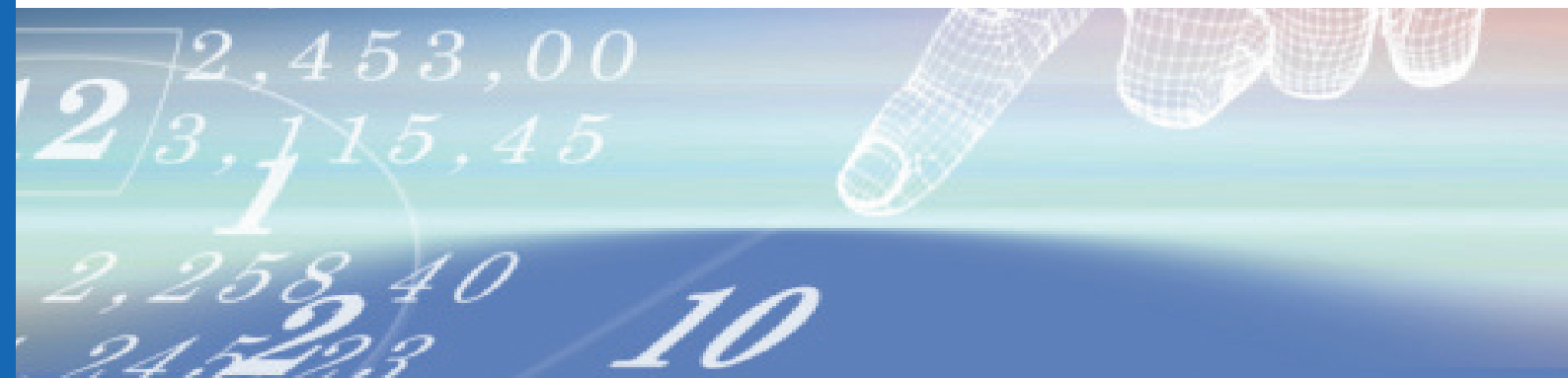
<b>Knowledgebase</b>	Research and resolve issues and questions, including FAQs and User Tips and Tricks. You can solve technical problems 24-hours a day, 7-days a week, using the same knowledgebase that our support staff uses to answer your questions
<b>NIS Collaboration Network document tracking</b>	Track and monitor outgoing and incoming data by multiple criteria including control number, sender name, sender ID, and receiver ID. View raw data, restore data, mark duplicate data as "picked up," search for data, and look up active Trading Partner IDs. Archived data is up to 35-days old.
<b>User forums</b>	Exchange information with other NIS customers, contains product-specific conferences. Moderated by NIS employees. Available at no additional charge.
<b>Submit a request</b>	Open a new case, obtain up-to-date status regarding a current case, or add a note to the case for review. Complete access to the same tracking system used by NIS Customer Support, and ability to view all cases opened by your company. You will get a case number and confirmation that your request was received. We will respond to that request during normal business hours.
<b>Maintenance downloads</b>	Download the latest maintenance, product fix lists, and installation information.
<b>Documentation library</b>	Review and download the latest product documentation online

## Definitions

The following terms are used throughout this document

- **Maintenance**

- For customers who subscribe to NIS support and maintenance, services include:
- Web-based knowledgebase with solutions to known technical problems
- E-mail updates on logged support cases
- Case logging, prioritization, diagnosis, and resolution
- Electronic downloads of documentation and software
- Updates, enhancements, and new releases of the product
- Patches and fixes for errors that cause the software to not be in material conformance with the functionality requirements as described in the software user documentation
- Questions, problems, and issues regarding authorized versions of software and its functionality
- Corrections of errors to keep the product in conformance with user documentation



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**For maintenance information regarding the following items, refer directly to the specific service or vendor provider. Maintenance does not include:**

- Third-party software issues
  - Assembly, set-up, installation and re-installation, archiving, tuning, or configuration of your hardware or software (including NIS software)
  - Professional consulting or onsite support
  - Consultation, error correction, research, or other assistance with respect to customized code, maps, templates, processes, trading partner profiles, communication scripts other than documents, templates, and processes included in the software
  - Hardware and devices such as firewalls and routers
  - Software training and education
  - Implementation of new functionality
  - Development of, changes to, or assistance with interfaces to other systems or automation Equipment
  - New customizations or software extensions
  - Changes or assistance with existing customizations
  - New or modified reports and labels
  - Consulting services to change or implement new business processes
  - Technical consulting services due to changes in system environments such as, database, and system upgrades
  - Assistance with implementing version upgrades, service packs, or hot fixes for software
  - System and database administration activities or tasks
  - Performance tunin
- **Product**
    - Any software, professional services, NIS Collaboration Network, or NIS Managed Services that you purchased or licensed from NIS or a NIS authorized reseller
  - **Software**
    - Any software that you licensed from NIS or a NIS authorized reseller



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## Contacting Customer Support

Your organization should designate a few support representatives responsible for opening cases with NIS, and receiving maintenance information. They must have the appropriate technical skills and product training to work with NIS Support Engineers in resolving open issues. These support contacts will be your interface to NIS support, and should be notified of all issues that surface within your organization. They will escalate issues to NIS Support as necessary. Be prepared to provide the following information:

- Your name, company name, and telephone number with extension
- Case number (if applicable)
- Product name, release level, and any maintenance applied to the product
  - Mailbox ID
  - Customer ID (CID)
  - CPU or workstation model number, and serial number

## Logging a case

Any information you can provide regarding the issue you are experiencing could have a significant impact on how fast the issue is diagnosed and resolved. You will be asked to provide the following information:

- Issue description, impact on your system and business operations, case severity, and the exact text of error messages and diagnostic details
- Steps to reproduce the problem, known workarounds
- Contact number where you can be reached
- Best time to reach you
- Attachment files or a comment immediately after the case is created

## Basic Data

- Business impact on your operations (Severity)
- Technical impact on your operations (Severity)
- Product release level
- Release levels of any third-party software involved
- Date and time the issue was first encountered
- Exact wording, and number or identifier of all messages and alerts
- Events that occurred prior to, during, and after frequency of occurrence
- Who is experiencing the issue
- Can the issue be reproduced on your
  - Test system
  - Production system
- Steps you used to reproduce the issue



## Application Data

- Description of the application functions that exhibit the problem
- Types of users who encounter the problem
- Copies of all NIS logs
- Copies of associated server logs—application, database, and Web server
- Changes made to the system where the problem occurred
  - Application configuration or application code
  - Database schema, data
  - User or administrative

## Environmental Changes

- Database
- Customer development work
- NIS patches or code changes that were installed
- Hardware or network changes, including load balancing

A support representative will contact you regarding the details of your case, including a case ID and a severity level.

## Supported language: English

### Customer Support resolution

NIS Support provides trained resources to research and resolve issues on a timely basis. When an issue is open, the support team will keep you informed of the resolution status, and will notify you when a reported issue has been resolved. If at any point during the resolution process, you become dissatisfied with the handling of your issue, simply contact the case owner and request an escalation to the manager. This allows us to understand your concerns and make any necessary adjustments in resources.

We reserve the right to lower the severity, or close issues if we do not get a response to our request for additional information within five business days. Issue information remains in the database for all closed issues—the case can be opened again at your request. We make three attempts, on separate business days, to contact you for updates or information on an open case. If we are unable to make contact with you, we will close the case.

#### Resolution of a support case can include any of the following actions for the case:

- Software that provides a fix for the problem (Case closed)
- Permanent business or system workaround (Case closed)
- Temporary business or system workaround (Case severity level is reduced)
- Action plan for the development of a fix or workaround: milestones and dependencies are set, communicated, and tracked (Case severity level might be changed)



- Issue is identified as being related to a customer-specific customization or enhancement, and is not covered under maintenance (Customer notification, case closed)
- NIS Customer Support helps you engage in an extended Support Services contract or Professional Services, as billable or covered by the implementation warranty, for services that are outside the scope of maintenance

## Customer satisfaction surveys

We periodically survey customers to obtain additional feedback on recent experiences with Customer Support, and the survey results are reviewed by management. When a support case is closed, an e-mail may be sent to the customer contact associated with the case. The e-mail contains a link to an online survey with questions covering areas such as the handling of the support case, professionalism, knowledge of the support specialist, and overall satisfaction with the management of the case. You will not be surveyed more than once within a 90-day period.

## Product maintenance

Our goal is to go beyond quickly solving problems, and actually prevent problems from occurring in the first place. As a result, stringent quality control procedures are built into the development and release cycle of new products and releases. A typical product goes through multiple test phases—Quality Assurance, Alpha Test, Beta Test, and Controlled Release before it is officially released.

Issues sometimes occur with complex software operating in equally complex and demanding environments. Fixes and resolutions are often rolled into the next product release, and others are included as part of the next maintenance release. We announce the availability of new releases on the Web and through e-mail.

## Severity level guidelines

Severity levels provide an indication of the urgency of an issue, and help us provide a rapid and effective response. Categorizing severity levels incorrectly hinders the overall case-handling process, and can adversely affect you and other customers. When you report an issue, you and the Support Specialist should discuss, and agree upon an appropriate severity level. You have the option to change the severity level of an issue.

Response goals are intended to provide a target for initial response to an issue or query. We will work a Severity 1 issue around the clock until a resolution or workaround is in place, or the severity is downgraded, as long as you have a technical resource available to work with us. We respond to problem reports based on the following guidelines:



Severity Level	Description	Response Time Goal
Severity 1	A business critical software component or a NIS managed system is inoperable or unavailable, or a critical interface has failed; production system is down; or there is an emergency condition. Requires an immediate workaround or solution. Problem will cause loss of data, restrict data availability, or cause significant financial impact to the customer. Examples: Excessive abnormal terminations, unable to connect to network, data exchange is terminated, NIS managed hardware or system failure.	Half hour
Severity 2	Critically impacting operations, but the production system is not down; product operates, but is severely restricted. The problem cannot be circumvented. Examples: application response times or system performance are extremely slow, system is available but non-critical business processes or interfaces are failing or unstable.	One business hour
Severity 3	A non-critical issue; the majority of functions are still usable, a limited condition that can be readily circumvented. For example, an infrequently used subcommand gives an incorrect response; data mapping errors; failure to resolve EDI compliance errors, or template errors during document creation	Four business hours
Severity 4	Minor issue or question that does not affect the product function, and can be readily circumvented. How to questions; the text of a message, or page of documentation is worded poorly or misspelled, standards availability questions regarding trading partner administration, or product availability.	24 hours

To ensure the quickest response, Severity 1 issues should be reported by phone. For NIS Multi-Channel Selling Severity 1 issues, log the issue through online support and by phone.

## Source code access

- **New Releases** – All new products go through a period of Controlled Release (CR) before being issued for General Availability (GA). We announce the availability of new releases on the Web and through e-mail.

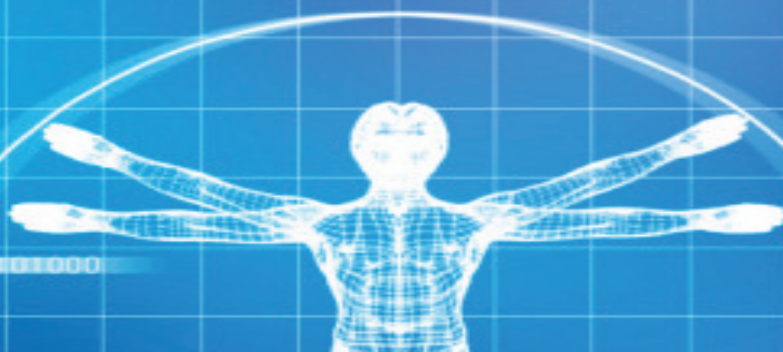


- **Current Releases** – To maximize the quality of our service, NIS limits technical support to the current release and one prior release. Support for prior versions is typically discontinued six months after customer notification of the latest release.
- **Releases designated as End of Fixes** – Support is available, existing program fixes are available, but no new fixes will be created and no enhancements will be made.
- **Releases designated as End of Support or Withdrawal from the Market** – No support is available.
- **For unsupported releases, new product enhancements and fixes will not be made.** NIS does not have an obligation to provide support for software that has been publicly designated End of Support, Withdrawal from the Market, or similarly designated. However, support will continue for at least 90 days after the announcement of such designation.

## Best practices

Implement the following best practices drawn from previous experience and customer suggestions, to help us optimize the process of supporting your installation.

- **Provide timely system and database administration and management.** You own your system and database administration and management, including routine backups, system management, system performance tuning procedures to operate a mission critical production environment, and proactive verification of the health of production environments.
- **Provide application administration.** Our products are highly configurable, can be easily extended, and often are extended during implementation. They are typically integrated into a solution that includes other software applications. Each environment is unique to individual customers. You are responsible for maintaining and managing your own system environments. We rely on you to provide application administration to manage these complex environments within the user and IT communities. Application administrators are expected to have extensive knowledge of NIS products—how they are configured, and how they interact with other systems in your environment. Administration activities include changing of product parameters to map to changing business requirements, maintaining system parameters, interfaces, and product extensions, and managing application data.
- **Provide remote access.** NIS support engineers may need to access your environment through a secure VPN connection, or using remote access software to analyze an issue. You may be asked to provide access to a development, test, and staging copy of the production NIS software. The support engineer needs administration access to reproduce problems, stop and restart the application, change logging levels, and review log files, but will always ask for customer permission prior to accessing the system. Changes to your environment (programs, scripts, or data) will only be performed by your personnel. NIS support engineers can only change an element of a customer environment by request of an authorized customer contact. The confidentiality provisions in your agreement with NIS apply to, and are followed by, all NIS support engineers
- **Validate your implementation against our supported products matrix.** We maintain documentation that lists our Product release and third-party product combinations that are supported and tested together. This documentation is available to our customers and should be reviewed as part of any implementation. Please refer to the documentation if you have questions about whether a third-party product such as a database, Web server, or OS is supported.



- **Maintain test and staging systems.** Maintain a system that reasonably duplicates, or is a subset of, your site's production system. All new application development, updates, and patches should be tested in this environment before being applied to your production system. Use a staging system—a parallel installation run on the production hardware that can be used to stage new releases, or updates to the application as a step in the develop, test, stage, and release cycle. You should also create and maintain a standardized set of functional, performance, and load tests to run in testing and staging scenarios..

## Customer responsibilities

Our obligation to provide maintenance is contingent upon your proper use of the product. We are not obligated to provide maintenance under the following circumstances:

- Modifications, or attempted modifications, were made to the software (modification made by NIS that are delivered as part of the software are acceptable)
- The software was improperly installed, operated, or used other than in accordance with your user agreement, and user documentation
- The issues are external to the software, including issues that relate to using our software with third-party hardware, software, or data
- If you have refused or failed to implement corrections, updates, enhancements, new releases, or other modifications that NIS has provided or recommended

## Additional NIS non-maintenance services

We have been assisting companies in the implementation of electronic-business applications for years. Our services follow a complete lifecycle. Throughout this lifecycle, ongoing project management ensures the overall project will go smoothly and on schedule. We also offer a variety of programs to educate, train, and provide technical and business knowledge. Components of the lifecycle include:

- Training Services
- Consulting Services
- Educational Services
- Community Facilitation Services
- Configuration and Integration Services

These services may be obtained from NIS for additional fees.

## Training

We offer a comprehensive suite of education curriculum to help you better understand and use your NIS products. Regularly scheduled technology and product training workshops are offered at almost all our facilities. We also provide onsite customer training, so you'll receive fast-paced, interactive, and hands-on training. Visit our Web site at <http://nanoinfosoft.com> for complete details and pricing.



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## Configuration and integration services

To assist you with installing, upgrading, tuning, or configuring your NIS solutions, we provide product training and consulting services for an additional fee. To maintain fairness and responsiveness to all our customers, the support staff may suggest other alternatives if your request exceeds the maintenance described in this document

## OASIS

We also provide optional custom code support service called OASIS. Contact NIS Customer Support for more information. Standby Support

We offer standby support—access to a Customer Support Specialist in four-hour increments for an additional fee, either during regular support hours or after-hours.

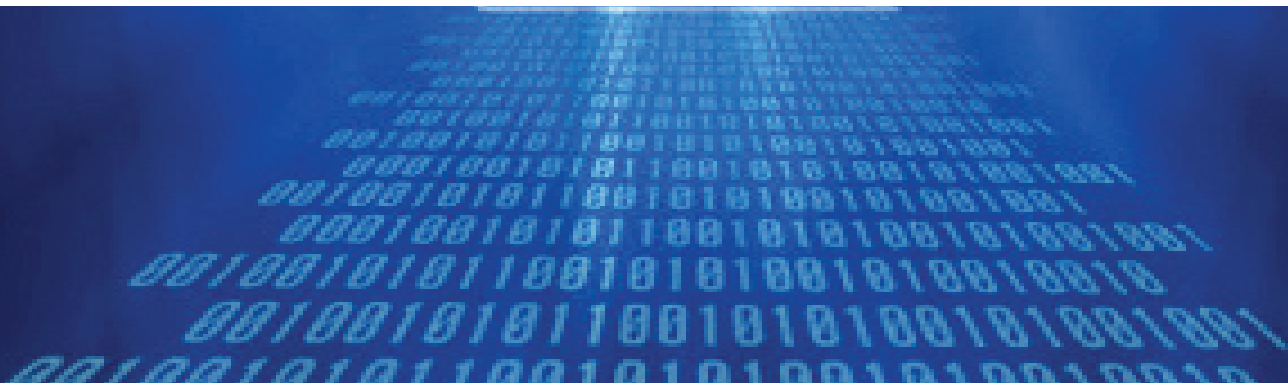
### The following support options are available for standby support:

- Assistance on installs and upgrades
- Disaster recovery testing
- Data center moves.

This Support Service offering might not be available for all products. In cases where this model is not available, we will help you contact our Professional Services organization

## Contact Us

Learn more at <http://www.nanoinfosoft.com> or mail us [info@nanoinfosoft.com](mailto:info@nanoinfosoft.com)



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