

# AUTOMATE101 SUPPORT POLICY

In conjunction with the Automate101 Licensing and Support Agreement, Automate101 will use reasonable efforts to provide you with the Services defined in your selected support plan in accordance with the Automate101 support policy.

## **Guiding Principles of our Support.**

*Our overarching goal is to help our customers gain productivity improvements and value from our software. Everything our support team does should have this goal in mind.*

## **Terminology:**

Automate101 as supplier of support can be referred to as “We”, “Us”, “Automate101”  
Customer (user of software) may be referred to as “You”, “Customer”, “Licensee”

**Updates to Policy.** This support policy may be updated at any time by Automate101. This policy is available through the Automate101 support site under the KB Article called Support Policy <https://support.automate101.com/portal/kb/articles/support-policy>

## **Support Services may include**

- Help – providing simple guidance or direction on a specific area.
- Incidents – assistance in resolving issues related to the software or use of the software.
- Installation – help or advice related to problems with installation or upgrade processes.

## **Consulting**

Consulting services provide expertise in configuration and deployment of Automate101 products. Consulting will be recommended in areas where longer periods of time are required to complete a piece of work, as opposed to support which should generally be used to overcome an obstacle or specific issue.

**Authority to gain support.** Automate101 support services are available to any person authorised by a current Licensee of Automate101 software in accordance with the support plan chosen.

**Change of support plan.** Support plans can be upgraded at any time, and downgraded on anniversary of the agreement with prior notice. Changes to support plan take immediate effect from the date authorisation is given by the customer. The support plan will be billed in whole months from the date authorised

**Scope of Support for Third Party Software.** Automate101 software is integrated with other applications and services. At times it can be difficult to determine whether an incident is within Automate101 software or if there is a configuration issue with an external system or network.

Provided systems have been deployed in accordance with suppliers (e.g. Microsoft) best practice guidelines and all Automate101 guidance has been reviewed and followed; Automate101 will provide support in connection with any issues that it determines are related to the processes supported by the Software.

Automate101 at its sole discretion will determine whether or not a problem with a third-party system is outside the scope of Support.

If a problem is identified as being with a third party or external system, Automate101 will advise the customer and may at our discretion offer consulting services on a time and materials basis to assist.

**Language.** All support services will be supplied in English, all case information will be recorded in English.

**Remote Support.** Automate101 will provide support remotely. In order to diagnose issues quickly, Customers must be able to offer

- remote access to the servers where Automate101 software is configured
- if remote access is not possible due to policy or otherwise, customer will need to provide access to engineers who have administrative rights to the systems being managed and who can work with an Automate101 engineer via a shared screen session to diagnose the problem.

**On Site Support.** If on-site support is required, it can be requested in advance via our consulting services. On site support is not included with any support plans.

**Production System Change Control.** Automate101 will not make changes to production systems unless the customer has given permission to make changes.

Customer must advise Automate101 of any change control process and will remain responsible for the change control process within their organisation.

**Identified Risk.** The Automate101 software has administrative powers over systems, by allowing Automate101 staff to access your systems you take full responsibility for any accidental error, problem or consequential result caused as a result of our support services.

**Requesting Support.** In order for Automate101 to provide support, you must provide all information requested by Automate101 with respect to each case. If you do not provide sufficient detail in a timely manner, we may at our discretion close the case.

**Prioritising Support Requests.** Each case will be responded to in terms of the support plan offered, Automate101 will work to resolve all cases to customer satisfaction as soon as is reasonably possible, we are unable to make guarantees around timing or resolution of issues.

**When Code changes are required.** If Automate101 support determines that a problem cannot be resolved, we will advise you as soon as reasonably possible via the support system.

- (a) We will work to provide a workaround to the problem.
- (b) If it is determined by us that the root cause is a “Defect” in the software or a new “Feature” request. A request will be raised in Automate101’s internal systems for future roadmap consideration.
- (c) If Automate101 determines that an interim fix is required, we will provide you with the defect reference and update you when a patch is available.

**Data collected while providing support.** While providing services to you and as a necessity of providing support, we may collect, and store information related to (but not limited to) your system configuration and setup, systems managed by CPSM and other data from system databases.

The following approach will be applied:

- (a) we will avoid the need to store any data
- (b) If we do need to store your data, we will protect the data in accordance with our internal information security policy.
- (c) our need to store data is for the sole purpose of supporting you.
- (d) **Storage of Credentials.** Automate101 will store all credentials and secrets in a secure and encrypted system which requires two factors of authentication to access. Access to credential store will be restricted to those who require this to do their work.

**Software Defects and bugs.** Defects and bugs may be logged via the support system on all support plans. Should Automate101 deem that this is a bug or defect there will be no charges applied. If the issue is determined to not be a defect or bug, charges will be applied as per the customers support plan.

**Feature Requests.** Automate101 welcomes feature requests, these may be delivered via the Automate101 Community forums, or via future implemented systems.

**Sales related queries.** Any issues related to licensing, sales or billing can be logged through the support system and will not incur charges.