



Customer Support

PeopleCube Customer Support is committed to helping ensure that our solutions are running at peak performance within your organization at all times. With a staff of experienced support engineers who are also some of the best developers in the industry, PeopleCube Customer Support is well equipped to resolve any technical issues that may arise. When you turn to the various interfaces of our Maintenance Advantage Program (MAP) for help, you can feel confident that you'll have the knowledge and expertise of the whole company behind you.

Global Support Solutions

PeopleCube offers global support from three Customer Support Centers: Waltham, Massachusetts, Tucson, Arizona and Zurich, Switzerland. These three Customer Support Centers share a common management, infrastructure, and escalation process that allows for seamless resolution of issues.

The highly trained engineers who staff these centers work in two functional areas: Tier 1 and Tier 2 Support. The Tier 1 Engineers respond to and own new issues; Tier 2 Engineers own escalated issues assigned to them by the Tier 1 Engineer. All issues, bug reports and feature requests can be tracked by customers via our online Support Portal.

Support Center Hours of Operation

Standard Support hours of operation are:

- United States: 8:00 AM until 8:00 PM Eastern Time, Monday - Friday
- Europe: 9:00 AM until 5:00 PM Central European Time, Monday - Friday

Premium Support hours of operation are:

- 24 hours a day, seven days a week

Please Note: PeopleCube US Support Centers are closed on the following holidays: New Year's Day, Labor Day, Presidents Day, Thanksgiving, Patriots Day, Day after Thanksgiving, Memorial Day, Christmas, Independence Day

24x7 Online Self-Support and Issue Tracking

An on-line self-support environment is available for all supported PeopleCube users on the web. This on-line Support Portal enables customers to:

- **CREATE** and track problem reports and feature requests
- **ACCESS** downloads of all client and server software
- **PARTICIPATE** in user forums to converse with other users about various topics
- **REVIEW** Knowledgebase articles and Technotes
















Contact Methods

There are multiple ways customers can submit issues to Support engineers.

- Customers can use the online Support Portal to input, modify and track support issues 24 hours a day, 7 days a week.
- Customers can also call Support directly in the US at 800-282-7319 or in Europe at +41 43 960 3680

Support Levels

In addition to Standard Support, which is available for 13 continuous hours each business day, a Premium level of support is also available for organizations that require 24x7 support on critical applications.

| Support Service Features | Free Access | Standard Support | Premium Support |
|---|---|---|---|
| Frequently Asked Questions (FAQs) |  |  |  |
| Access to the Online Support Portal 24/7 | |  |  |
| Access to all PeopleCube product upgrades and updates | |  |  |
| Expert telephone support from either our European or North American response centers | |  |  |
| Access to our Professional Services team for expediting large-scale upgrades, customized application configurations and new product implementations | |  |  |
| Emergency response access 24 hours a day, 7 days a week, 365 days a year | | |  |
| Enhanced service levels and response times | | |  |
| Dedicated Technical Account Managers (TAM) | | |  |
| Annual on-site mentoring visits by a TAM (plus travel and expenses) | | |  |

Response Times

The customer assigns the priority of an issue:

| Priority | Failure Description | Standard Support | Premium Support |
|----------|--|---|---|
| 1 | Critical (no useful work can be done) | 4 business hours | 2 hours (24x7) |
| 2 | High - Severe Impact (functionality disabled): errors which result in a lack of application functionality or cause intermittent system failure | 1 business day | 2 business hours |
| 3 | Medium - Degraded Operations: errors causing malfunction of non critical functions | 1 business day | 4 business hours |
| 4 | Low - Minimal Impact: attributes and/or options to utility programs do not operate as stated | Future release or on business-justifiable basis | Future release or on business-justifiable basis |
| | Enhancement Request | As needed | As needed |

Note: "business hours" and "business day" refers to the elapsed time of normal support hours – not counting evenings, weekends or PeopleCube company holidays.