



Presentation of services

**Technical support**

# Technical support options



## Type of support

8/5

24/7

Premium

## Type of service registration

Agreement for the provision of technical support services

## Additional services

- » Dedicated Engineer
- » Personal support manager
- » Administration and maintenance
- » Visit to the customer's site

## Ways of interaction

- » Chat
- » Web interface
- » E-Mail
- » Telephone

By combining your schedule and the services you need, you can create a customized support package.

# Comparison of support options



		8/5	24/7	Premium
% of requests completed within the specified timeframe (within SLA)		90	90	90
Receiving and registering requests		On working days from 10:00 to 19:00 (MSK)	24/7	24/7
Consultations		On working days from 10:00 to 19:00 (MSK)	On working days from 10:00 to 19:00 (MSK)	On working days from 10:00 to 19:00 (MSK)
System administration work		On working days from 10:00 to 19:00 (MSK)	24/7	24/7
Resolving critical/high priority incidents		On working days from 10:00 to 19:00 (MSK)	24/7	24/7
Initial reaction time		1 hour	1 hour	15 minutes
Decision deadlines By requests	1st priority (critical)	5 hours	5 hours	4 hours
	2nd priority (high)	8 hours	8 hours	6 hours
	3rd priority (medium)	16 working hours	16 hours	16 hours
	4th priority (low)	40 working hours	40 working hours	40 working hours
System administration services		Available optionally	Available optionally	120 hours per year*
Visit to the customer's site to resolve complex issues/carry out proactive activities**		Available optionally	Available optionally	As needed, but no more. 1 time per quarter
Dedicated Engineer		Available optionally	Available optionally	Yes
Personal support manager		Available optionally	Available optionally	Yes
Service Level Agreement (SLA) Report		Yes	Yes	Yes

(\*) Minimum number of hours for this type of support. The amount of hours can be increased. Hours are defined for working hours, according to Moscow time (UTC+3).  
If work needs to be carried out outside of working hours, hours are charged at double the rate.  
(\*\*) Available for Moscow region and some other Russian regions

# Comparison of types of technical support



## 8/5

Receiving and registering requests from 10:00 to 19:00 (Moscow time) on weekdays

Restoring functionality in the event of an incident within a specified time depending on the criticality of the failure. For requests, response times and resolution deadlines (SLA) are established. Support becomes a single entry point for all requests: both technical and user-related. Reporting and access to an automated application registration system are provided.

It is possible to optionally include a set of additional services, which will lead to a reduction in downtime during technical procedures.

For example:

- » preventive maintenance work aimed at preventing failures
- » participation of qualified engineers in complex system administration processes (updating the platform version, optimizing server settings)
- » performance analysis and recommendations

## 24/7

Receiving and registration of requests - 24/7

Recommended for companies distributed across time zones

24/7 (including weekends and holidays) restoration of functionality in the event of a critical/high incident within a specified time depending on the criticality of the failure. The response time and solution deadlines (SLA) are set for requests.

It is possible to include a set of additional services

## Premium

Recommended for large-scale (more than 10 thousand users) solutions

Includes 120 hours of system administration work.

24/7 recovery of critical/high incidents with reduced response and troubleshooting times

A dedicated engineer, familiar with the specifics of the exact installation, provides assistance in system administration, which reduces the time needed to troubleshoot problems.

A dedicated support manager who takes on all organizational issues and tasks related to prioritizing requests, escalating them, and working on requests for new features. Fully maintains statuses for all customer requests and tasks

Analysis of key performance parameters and provision of recommendations.  
Proactive analysis and elimination of operation errors in production installation, including in collaboration with engineers of related systems

Monitoring client software updates and publishing client software updates on internal resources

# Description of types of technical support



8/5

24/7

Premium

Each type of technical support initially includes a basic package of services:

- » Remote consultation, diagnostics, identification of failure causes without visiting the Customer's site
- » Troubleshooting, returning to working condition
- » Checking the operation of a faulty component
- » Modeling problems
- » Maintenance of bugs transferred to the Contractor for development
- » Checking for industrial operation errors of the System
- » Service Level Agreement (SLA) Report

**Optionally available services include system administration, on-site visits, a dedicated engineer, and a personal support manager.**

The contractor undertakes to restore the system's functionality. They differ from each other in the schedule of services provided. Based on requests, response times and solution deadlines (SLA) are set. A classification by priorities is introduced.

A number of additional services are provided, making the operation of the System virtually uninterrupted: modeling of problems (reproduction of situations that are not failures in the system, but interfere with its normal functioning); support for the development of new system functionality (integrations, bots, SmartApp).

Reporting and access to an automated application registration system are provided.





# Additional set of services

Support for testing and developer platforms

Chat Bot, standard and custom SmartApp support

System administration services

Monitoring key system parameters, tuning threshold values

Proactive analysis and elimination of industrial operation errors, including in collaboration with engineers of related systems

Regularly update production landscape servers

Formulation of requirements for system improvements and monitoring of their implementation

Publishing client software updates on internal resources, supporting the publication of a branded application

Tracking client software updates

# Priorities



## 1st priority (critical)

The system is completely inoperative for all users; there are no workarounds for working in the system. The functionality cannot be restored by the Customer even to a limited extent.



## 2nd priority (high)

The performance of the System is significantly impaired, some functions may be unavailable. There is no applicable workaround, however the System remains functional overall. Business processes are not disrupted. Normal functionality cannot be restored by the Customer.

### Examples of failure situations:

- » the messaging function does not work in large numbers, messages are transmitted intermittently
- » the call function does not work in large numbers, one-way communication, calls are disconnected
- » SmartApp or chatbot not working
- » DLPS function does not work
- » push/email notifications function does not work
- » file transfer function does not work

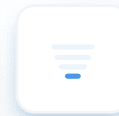


## 3rd priority (medium)

The performance of the System has slightly deteriorated, resulting in inconvenience in operation or the need to use alternative or workaround solutions.

### Examples of failure situations:

- » the metrics collection function does not work
- » the system administration function (administrator console) does not work
- » the rendering function of the routing does not work
- » other non-high priority system performance issues



## 4th priority (low)

The functionality of the System is not affected: minor inconvenience, error in documentation, etc., which do not interfere with operations in the System.

The issue has little or no impact on end user activity.

The client application does not work/works with errors for individual users, i.e. it is not widespread

# Rules for assigning and changing priorities



1

A ticket that does not contain a detailed description of the problem is assigned a low priority by default.

2

The priority may be raised during the diagnostic process of the problem, or upon receipt of additional information from the Customer.

3

If during the diagnostic process it is revealed that the priority set by the Customer does not correspond to reality, the Customer is notified of this and the priority is changed.

4

A decrease in the priority of an appeal due to partial restoration of functionality from critical to high and in the case of partial restoration of functionality from high to medium is possible upon agreement with the Customer.



# Cost calculation

The cost of support is calculated based on the support schedule, number of users, number of CTS servers and fault tolerance solution.

## Additional services that affect the cost of support:



Dedicated Engineer



On-site support at the server site



Personal support manager



Advanced reporting and analytics on requests



The need to organize remote access



ChatBot and/or SmartApp support

Learn more and deploy a corporate server

[sales@express.ms](mailto:sales@express.ms)



[www.express.ms](http://www.express.ms)

