



BMS Support – official guidelines

October 2016

Support at Effectmakers

At Effectmakers, we want to offer you the best support possible when working with BMS. This means that if you face a challenge when working with BMS, you will always have access to our support team who will help you solve the issues you have encountered.

Support during the first three months of service

During the first three months of service, you will have **extended** access to our support team. This will help you solve any issues or beginners troubles you might have in the initial phase.

The extended level of service will be in effect the first three months after going live after which support will revert to standard support service according to the SLA.

Support issues can be divided into the following levels according to the Service Level Agreement (SLA) as agreed between you and Effectmakers.

SLA 1			SLA 2
First 3 months			After 3 months
Level 1	Level 2	Level 3	All
Email or phone			Email
*1h / **2h	*2h / **4h	*3h / **6h	***NBD

* **Response Time:** Phone or answer by email

** **Solution Time:** Start solving the issue

*** Next Business Day

Level 1

This is a critical defect that makes BMS impossible to use. The course of operations is impaired to an extent that immediate remedy is absolutely necessary.

Level 2

This is a disruption that impairs the use of BMS to an extent that working with BMS is no longer possible or only partially possible. The simultaneous occurrence of more than one material defect can lead to a critical defect.

Level 3

This is a disruption that only partially impairs the use of BMS. The simultaneous occurrence of more than one of these defects can lead to a material or a critical defect.

Service Level Agreement 2

After the first three months of extended support service, support will revert to regular service as agreed in the service level agreement (SLA). This means that you will be provided with support within the next business day, and you can therefore expect an answer to your question within this time frame.

Support after 3 months should primarily be via e-mail as this ensures correct logging of the question. Phone support is available but limited.

Question Types

Questions that are submitted to our support team will be categorized according to type as we have different procedures for handling these questions.

General Help and Bugs

Bugs in the solution and general requests on how to use BMS will be answered within the time frame as agreed in the service level agreement and according to the seriousness of the issue.

Miscellaneous Questions

The following requests will be dealt with on an individual basis:

Feature Requests

We are always happy to receive new feature requests from our users. But it should be noted that these requests will not be implemented immediately, but will be considered for future releases.

Custom Reports and Custom Integration

These requests will be dealt with on an individual basis and are not part of the support included in the end user license.

Depending on the scale of the task and the effort that needs to be put into dealing with the specific task, you may be presented with a quote by Effectmakers.

Training Requests

If you have requests for user training, you will be contacted by one of our sales representatives to discuss the details for the training session. The core team members in your company have received in-depth training and have a deeper understanding of BMS, and therefore they are a valuable source of information.

Requirements:

This SLA is only valid when Effectmakers have remote access to your BMS server. Otherwise the solution time may be higher.

Contact Hours:

Monday-Friday from 8:30 - 16:00

Email: support@effectmakers.com

Phone no.: + 45 70 60 50 80