

Seapine

Technical Support Services

World-Class Support and Customer Service

Seapine's Customer Care program provides world-class technical support and customer service to ensure your satisfaction with our products. Our support team utilizes the latest technical resources and many combined years of experience to promptly answer questions and resolve issues.

Premium Care Support Services

The following services are available to all customers with a current Premium Care support subscription:

Email and Telephone Support

- Provides first level support on incidents or problems for all Seapine services during standard business hours.
- Records information based on incident calls coming to the Customer Support Center/Seapine Help Desk.
- Elevates incidents to second level support as needed.

Standard Response Times

During standard business hours, 80% of all telephone support requests will be answered within 30 minutes and 80% of all email support requests will be answered within 4 hours.

- All calls will be logged during or immediately following the call.
- All calls resolved by Seapine will be closed immediately upon termination of the call.
- Problems that need second level support will be elevated as required by the complexity of the issue.

Online Forums

- Provides support from other Seapine customers and industry experts. Seapine support representatives may also occasionally post to the user forums.
- Provides a searchable history of incidents and resolutions.
- Provides a forum to share experiences and information with other users.

Support and Maintenance Services

	Premium Care	Critical Care
Support Coverage	9 hours x 5 days	24 hours x 7 days
Email Access	✓	✓
Telephone Access	✓	✓
Priority Response		✓
Priority Phone Queue		✓
Holiday Coverage		✓
Service Level Agreement		✓
Product Upgrades	✓	✓
Named Contacts	0	3

Knowledgebase

- Provides searchable library of known problems and solutions.
- Provides searchable library of system requirements and best practices.
- Maintained by Seapine support staff and documentation department.

Product Upgrades

- Provides access to the latest supported software versions (up-to-date maintenance contract is required).
- Provides release notes for all products detailing new features and bug fixes for each product release.
- Provides quick access to software add-ons.

Critical Care Support Services

In addition to the Premium Care support, the following services are available to customers with a current Critical Care subscription:

After Hours Telephone Support

- Provides first level support on critical incidents or problems for all Seapine services outside standard business hours. Non-critical incidents will only be handled during Seapine's standard business hours.
- Records information based on incident calls coming to the Customer Support Center/Seapine Help Desk.
- Elevates incidents to second level support as needed.

Priority Call Routing

- Non-critical calls during standard business hours from Critical Care customers will be placed at the top of the call queue to ensure a quick response.

Thirty Minute Response Time

- When a customer initiates a Critical Care support case Seapine will respond to the request within 30 minutes by contacting the customer's named contacts.
- All calls will be logged during or immediately following the call.
- All calls resolved by Seapine will be closed immediately upon termination of the call.
- Problems that need second level support will be elevated as required by issue complexity .
- Critical Care support requests not responded to within 30 minutes from initial contact will be automatically escalated to the Director of Customer Service.

Technical Support Levels

First Level Support

Seapine Customer Support is the first level support group for Seapine application-related incidents or problems and provides a single point of contact for customers.

Second Level Support

Seapine's other internal departments provide second level support on an as-required basis. Customers do not normally interact with Second Level Support. However, Seapine Customer Support may put the customer and a second level support resource in direct contact to accelerate the resolution of a problem.

Second level support includes personnel from Seapine's Product Development, Professional Services, Quality Assurance, and Product Documentation teams.