



**Man and Machine TechCare Support**

**Service Level Agreement**

Contents

- 1. Introduction ..... 3
- 2. Service Description ..... 4
  - 2.1. Overview ..... 4
  - 2.2. Types of Support ..... 4
  - 2.3. Levels of Support..... 4
  - 2.4. Exclusions..... 4
  - 2.5. Network Licenses ..... 5
  - 2.6. Confidentiality..... 5
- 3. Case Handling ..... 6
  - 3.1. Logging a Case..... 6
  - 3.2. Software bugs ..... 6
  - 3.3. Remote Connection ..... 6

## 1. Introduction

This document outlines the TechCare Support offering; it supplements the Man and Machine General Terms and Conditions of Sale: <https://www.manandmachine.co.uk/pdf/MMTermsandConditionsofSale.pdf>.

The Man and Machine TechCare Support Team is staffed by experienced Application Engineers ready to respond to your support issues relating to software provided by Man and Machine. The TechCare Support Team aims to provide the highest level of support to ensure your downtime is limited.

Our Support Goals: -

- Provide customers with a high level of Technical Support by responding to queries within the SLA and aim for resolution within this time.
- Provide ongoing hints and tips, enabling customers to get the most from the software and remain productive.
- Continued investment in our staff and systems to ensure we deliver best in class support services to our customers.

This document sets out the Service Level Agreement and provides you with information to get the best from the Technical Support Service we provide.

## 2. Service Description

### 2.1. Overview

The TechCare Support team provide a 2-hour response time on licence management and 1<sup>st</sup> Line support queries but always endeavours to provide an immediate response. The TechCare helpdesk is manned by experienced application engineers Monday - Thursday, 9am-5pm and on Fridays, 9am-4pm (except UK Bank Holidays), these are the hours of Service.

TechCare Support covers both licence management and application support. The level of support available is determined by the product. The Supported Product list lists all the products and the level of support that is available, it is available at <https://www.manandmachine.co.uk/supported-products-matrix/>.

### 2.2. Types of Support

**Licence Support:** This service covers license connectivity and software download issues, including support accessing your Autodesk Account and general licensing queries.

**Application Support:** You will have remote access to experienced application engineers who can help with specific application break-fix problems that are stopping you from carrying out your work. Application support should not be considered a replacement for training on how to use the software.

**Data Management Support:** If you have taken out a Data Management Support Contract, we will also support your Data Management solutions such as Autodesk Vault and BIM360.

**CAM Support:** If you have taken out a CAM Support Contract, we will support your CAM solutions such as Autodesk Inventor CAM and Fusion 360 CAM environments.

### 2.3. Levels of Support

**1st Line:** Provides case management and remote access to a support engineer experienced in the specific application within the 2-hour SLA.

**2nd Line:** Provides case management and access to engineers skilled in the specific application at a time agreed with the Resource Manager.

**3rd Line:** Provides case management where support is escalated to the software vendor. In the case of a cloud-based service these are vendor hosted services and loss of a cloud service will need resolution by the vendor.

In order to provide the Support service the Customer agrees:

- to provide Man and Machine with remote access to PCs, laptops or a server as appropriate for the purposes of carrying out a remote inspection in order to troubleshoot the problem;
- to have suitably skilled personnel available during the inspection in order to assist with the investigation;
- to co-operate in diagnosing faults by carrying out any diagnostic or test routines requested by Man and Machine, and allow Man and Machine to carry out remote diagnostic tests, where appropriate;
- to make regular back-ups of configurations and data adequate for its purposes and to store, archive and maintain those back-ups to best industry standards.

### 2.4. Exclusions

The Service does not cover:

- loss of Customer generated software programs, data and information;
- work outside of the Service Hours;
- faults reported by the Customer for products that are not included in the support offering.

### **2.5. Network Licenses**

The TechCare support team can assist customers in generating new License Files for customers with Network / Multi User licenses. Most of the software supplied by Man and Machine is a on Subscription model where Single-user licenses are linked to specific users.

### **2.6. Confidentiality**

Man and Machine staff and sub-contractors (if applicable) will treat any information received as confidential and proprietary information of the disclosing party. Man and Machine agrees to return any document or file provided by the Customer at the request of the Customer. Man and Machine will sign a Non-Disclosure Agreement at the customer's request.

### 3. Case Handling

#### 3.1. Logging a Case

As a Techcare Support customer you can log a technical query by calling **01844 263790** or emailing [techsupport@manandmachine.co.uk](mailto:techsupport@manandmachine.co.uk).



The SLA clock starts when a request for Technical Support is entered on our Case handling system. For all requests that are logged within normal service hours, the clock starts immediately. For Support requests made outside normal services hours, the SLA clock will start at 9am on the next working day.

If any further information becomes available while your Case is open e.g. if the problem occurs more often, becomes critical, or if the problem is resolved, please advise the TechCare Support team.

#### 3.2. Software bugs

If an issue is deemed as a 'bug' by the TechCare team, it will be confirmed by the Software Vendor. The TechCare Support team will try to provide a work-around if one is available. When bugs are reported the resolution is entirely at the discretion of the Software Vendor. Man and Machine will manage your support case, but has no control over when, or indeed if, the bug will be fixed.

#### 3.3. Remote Connection

We may use TeamViewer to connect to your machine to help troubleshoot the problem. The TeamViewer application is available on the Man and Machine website [click on the ['Remote Support Application'](#) button at the bottom of the Support page (<https://www.manandmachine.co.uk/services/support/>).] We will ask you to provide your TeamViewer ID and password so we can make a connection. In order to offer remote assistance, you must have an active internet connection capable of both upload and download at a reasonable speed. You must let us know if your systems or network have recently been infected with a virus, ransomware or malware; providing details of exactly what the infection was and the steps you have taken to remove it. We can then decide whether to connect or not at that time.