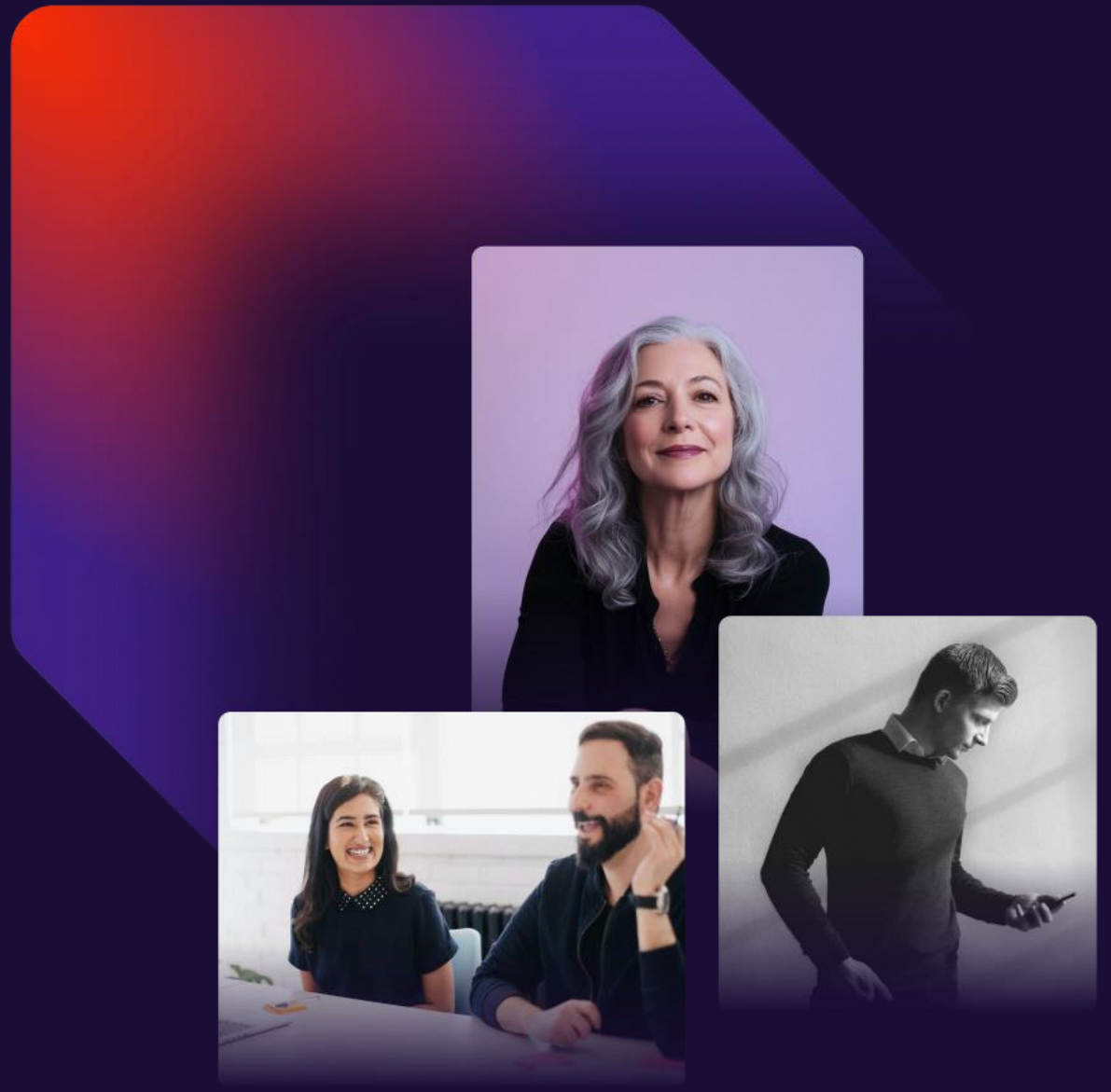
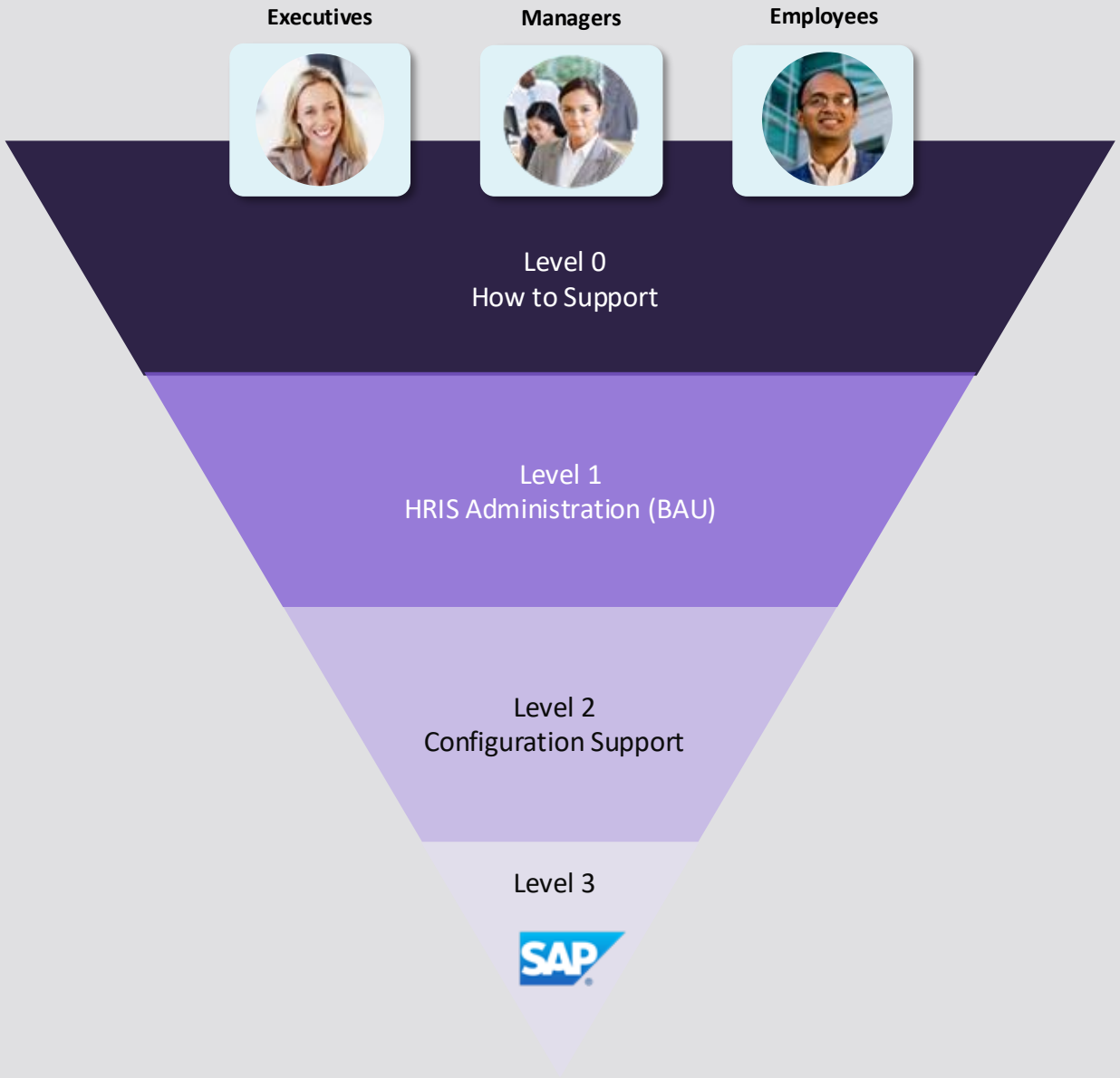
EX3 Subscription Support

Overview



The Support Levels



Summary	Examples	Our Support
Provide access to supporting documentation to reduce strain on support structure	How do I? I can't find? I need help	Advisory Support
Answer user questions that are not resolved within documentation and perform tasks that end-users do not have access to	I can help I will create a guide We need to update the system	BAU Support
Resolve issues that system administrators cannot fix	We need a new feature/ integration My Business Rule is broken	Configuration Support
SAP SuccessFactors Product Support	This is not expected behavior System outage	Product Support SAP

Support Services

Support Services are Not Like They Used to be…

Subscription

Flexible configuration support and access to cloud consulting from experts.

EX3 provides flexible Support to organisations through their unique cloud-based support offering

Ensure clients maximise their investment in SAP SuccessFactors and continue to evolve with the latest innovations,

40 clients

Globally

45 hours

Delivered in support on average per client

100%

Client referenceability

AMS

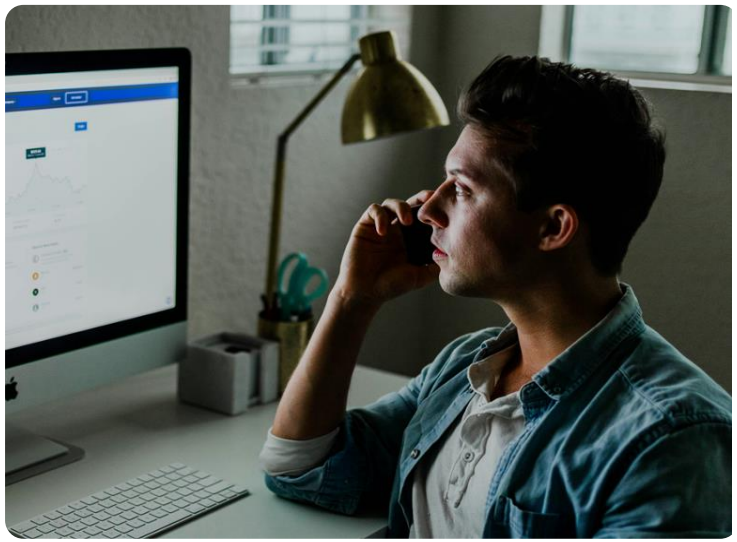
From fully managed HRIS support to full-time SuccessFactors and HR experts being part of your team we tailor our offering.

EX3 AMS is fully tailored to you and your organisations needs. We do not force customers into packages as we understand that every organisation needs are different so we work with you to understand you and your business to formulate the support offering you really need.

Built on the same principles of our overall support we bring the best experts to your organisation through our global network.



Support Services – Subscription



Support

- EX3 offers a web-based ticketing tool which allows for our clients to directly interact with consultants, staffed by EX3
- EX3 provides flexible Support to organisations through their unique cloud-based support offering
- Ensure you maximise your investment in SAP SuccessFactors and continue to evolve with the latest innovations

Benefits

- **Dedicated Customer Service** Manager – single point of contact for support, additional projects or advisory
- **Business Reviews** - Strategic review sessions focused more your overall HR Strategy and Roadmap and how technology can support, than the day-to-day technical aspects of the system
- **Flexibility** – We appreciate that support needs need to change in line with changing business needs. EX3 consultants are used to aligning support with client needs and HR Cycles
- **Release Management** – Summary of H1 and H2 releases provided to all HelpMyCloud customers
- **Support of all modules** – We have full suite certification coverage
- **Leverage the knowledge of our global team of experts**

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SLA Priority Definitions

SLA's are within UK working hours - 9am - 6pm. Monday to Friday excluding public holidays.	
Ticket Type/ Priority	**Description**
Critical **Requires phone contact with CSM**	• Critical problems are affecting the productive environment and / or service is unavailable. No workaround immediately available • Complete disruption of work, impacting many users, multiple locations and delivery of services
High	• Productive environment / or service is severely degraded. Workaround exists. • Degradation of services or application performance impacting many users but does not prevent the delivery of services. • Requests or queries on administration, release management, functionality, configuration to support current operational business process

Standard	• A problem causing diminished service, functionality and / or performance in the productive environment. But the affected processes can continue to operate.
	• Requests or queries on administrative, release management, functionality, configuration or otherwise to support.
	  ○ Current operational processes
	  ○ Current implementation activities
	  ○ New or update functionality

SLAs

Triage, Response and Resolution times

SLAs are within UK working hours - 9am - 6pm. Monday to Friday excluding public holidays.				
Ticket Type/Priority	**Triage Time** • Timeframe within which the customer can expect an initial analysis of the ticket, including correct prioritisation, estimated hours to resolve and estimated completion date. • Once a ticket has been triaged, this is considered the first update (message) on a ticket	**Response Time** • Applicable when the customer has provided the last message on an open ticket. • Timeframe in which the customer can expect a response from EX3	**Progress Updates** • Applicable when EX3 has provided the last message on an open ticket. • The timeframe in which the customer can expect a progress update on the ticket resolution from EX3	
			Bug/Defect	**Enhancement; Data / Administrative / Training/ Other**
Critical (Requires phone contact with CSM)	3-hour SLA from ticket open	2-hour SLA	8-hour follow up	12-hour follow up
High	8-hour SLA from ticket open	4-hour SLA	18-hour follow up	24-hour follow up
Standard	12-hour SLA from ticket open	8-hour SLA	24-hour follow up	36-hour follow up

For the avoidance of doubt, where a ticket or matter is raised outside the SLA working hours, such ticket or matter will be deemed to have been raised at next available time when UK working hours ordinarily resume (for example a ticket raised at 6pm on a Saturday will be deemed to have been raised at 9 am the following Monday – assuming the Monday is not a UK bank holiday)

For all Emergency issues direct contact should be made to the CSM. Tickets will be assigned as part of tracking of that issue.

Thank you!