



DocuWare Support Agreement

Prepared for

THE CUSTOMER

Document Author	:	Mike Noyce
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1 Project Control Information

1.1 System Details

DocuWare Serial No.	*****	Cloud Version	*****
Contract Start	**/**/****	Contract End	**/**/****

1.2 Customer Details

Company Name	
Company Registration Number	
Address	
Post Code	
Contact Name	
Telephone Number	
Fax Number	
Email Address	

1.3 Restore Digital Contact Details

Project Role	Name	Email Address
Pre-Sales Consultant	Mike Noyce	mike.noyce@restoredigital.co.uk
Technical Consultant	Swati Mathur	swati.mathur@restoredigital.co.uk
Support Technician	Peter Bailey	peter.bailey@restoredigital.co.uk
Account Manager	John Chapman	john.chapman@restoredigital.co.uk
Solution Architect	Nick Cazeaux	nick.cazeaux@restoredigital.co.uk
Senior Technical Consultant	Scott Beavis	scott.beavis@restoredigital.co.uk
Head of Professional Services	Kevin Drake	Kevin.Drake@restoredigital.co.uk
IT Manager	Darren Evans	darren.evans@restoredigital.co.uk

2 Document Control

2.1 Revision History and Version Control

#	Version	Status	Date	Author	Change Description
1	0.1	Draft	26/06/2024	Mike Noyce	First draft version
2	0.2	Draft	26/06/2024	Matt Sim	Draft version updates
3	0.3	Draft	26/06/2024	Scott Beavis	Draft version updates
4	0.4	Draft	05/12/2025	Mike Noyce	Add contact information details from Steve Beardsell
5	1				

2.2 Distribution Information

#	Name	Organisation	Title / Project / Organisation Role	From Date
1	Scott Beavis	Restore Digital	Senior Consultant	
2	Kevin Drake	Restore Digital	Head of Professional Services	
3				
3				

2.3 References

#	Reference Title	Version	Source / Location	Date
1				
2				
3				

2.4 Document Approval and Sign Off

#	Approver Role	Signature	Name	Date	Version Approved
1					
2					
3					

3 Introduction

The purpose of this document is to outline the support levels provided by Restore Digital for the DocuWare solution and products within the Restore Digital solutions portfolio. It specifically pertains to the DocuWare Electronic Content Management Solution implemented for [THE CUSTOMER](#).

Restore Digital supply robust solutions to meet customer's needs. On occasion however, there may be a requirement for technical support. This document details the levels of support available to the client and how to escalate support incident, how Restore Digital deals with support incidents, and what to expect when engaging with Restore Digital Technical Support.

This document describes support services rendered in the BAU (Business As Usual) phase, in which the customer solution has been implemented and commissioned subsequent to the project delivery phase.

3.1 Software Support

Restore Digital's Technical Support Team will work in partnership with the customer's IT representative to support their Restore Digital supplied solution. This ensures that any actions/recommendations are fully visible to the customer, who can then invoke their required Change Management process where applicable.

There are three levels of support available, these are...

- DocuWare – Basic Support
- Restore Digital – Enhanced Support
- Restore Digital – Enterprise Support

DocuWare - Basic Support

Included with every DocuWare Cloud system. Included with every On-Premise System when a current maintenance & support contract is purchased.

DocuWare software products purchased by the customer and manufactured by DocuWare will be supported by DocuWare through their Support portal. Support requests will be raised within the portal by Restore Digital on behalf of the Customer.

The Customer will have access to DocuWare support through the Restore Support Desk during the times listed below (except on days officially recognized as German holidays; GMT +1h):

Included in DocuWare – Basic Support

- Monday to Friday: 9:00 am – 4:00 pm
- Basic telephone and email support - Limited to the escalation of issues to DocuWare's Support Team and relaying suggested fixes back to The Customer
- The supply of developed hotfixes/patches to resolve incidents.
- Upgrades to Cloud system only (Automatic)

Restore Digital – Enhanced Support

Enhanced Support is offered to all customers of Restore Digital that purchase a current DocuWare system through the Reseller agreement programme. It is recommended that Restore Digital Enhanced support is taken to cover all aspects of the configuration and setup of the DocuWare solution for the customer.

Included in Restore Digital's Enhanced Support –

- Monday to Friday: 9:00 am – 5:00 pm
- Targeted response times dependant on severity rating
- Telephone and email support between Restore's Support Technicians and The Customer's IT representative
- Remote support sessions using Teams/GotoAssist/Webex
- General guidance on how to use and administer the system
- Restore's Technicians will reference our technical knowledgebase and previous cases to increase speed of issue resolution
- Support on DocuWare configuration created by the Restore implementation team
- Problem Management
- Technical Escalation and Management
- Recommendations for improving efficiency and future enhancements

Restore Digital - Enterprise Support

The Enterprise support package is available for customers that need a higher level of support and manage more complex system builds. This package is recommended for systems with multiple workflows, third party integration and bespoke API interfaces. Included in Restore Digital's Advanced Support...

- Monday to Friday: 9:00 am – 5:00 pm, Options for complete 24/7 cover
- Restore Digital Enhanced Support service (as detailed above)
- High priority support with escalation to Restore's certified Technical Consultants
- Support on system configuration previously completed by the customer or third parties
- Bespoke Integrations support
- Feature upgrades and demonstrations
- Upgrade support for Cloud and On-Premise instances
- Annual 'health check'

Excluded from all Support packages

- Reconfiguration and new changes to the customer's software environment not approved by Restore
- Support of the customer's network and infrastructure
- Out of business hours support
- On-Site visits to investigate and resolve issues

3.2 Support definition

Software support for **THE CUSTOMER** is provided by email, telephone and remote sessions. Restore Digital Solution Support may use remote tools such as Microsoft Teams or GotoAssist to expedite the investigation and resolution of an incident.

During the investigation of an incident, a customer may be requested to demonstrate the issue, supply screenshots, application log files, Microsoft Windows event log files, or we may request the use of a third-party packet capture tool such as 'WireShark'. In each case acceptance will be sought from the customer.

Any reconfiguration or change that sits outside of the standard support agreement will be subject to Restore Digital's change management process and may incur a professional services fee.

Minor reconfigurations may occasionally be included in the support agreement. Each request will be assessed on a case-by-case basis.

Restore Digital's Professional Services team will then implement the change and update Restore's internal technical support documentation to reflect the new configuration.

Software support encompasses the software solution as installed and configured by Restore Digital. Any changes made by The Customer or Third Parties to the Restore Digital supplied solution or any system upon which it is dependent may invalidate the support agreement.

If 'Enterprise' support is taken it will cover third party configurations or customer changes.

3.3 Solution Products / Technologies covered

- DocuWare – Electronic Content Management System v6.12 onwards and associated modules purchased or included in the cloud instance.
 - DocuWare – On Premise
 - DocuWare – Cloud Base
 - DocuWare – Cloud Professional
 - DocuWare – Cloud Enterprise

3.4 On-Site Support

On-site software support is not provided as part of the standard service level agreement. If on-site support is required, Restore Digital reserves the right to charge a daily Professional Services fee plus travel expenses.

3.5 Communications for Escalated Incidents

Communications will take place via – telephone, email, screen share such as Microsoft Teams or GotoAssist.

3.6 Escalations to DocuWare Support

In the event of Restore Digital Technical Support escalating incidents to DocuWare software support via the DocuWare portal, Restore Digital Technical Support mandate to 'own' the issue through to resolution. This will provide our customers with a consistent point of contact to enable the efficient flow of information required. All communications must be made via Restore Digital's Technical Support Team.

3.7 Escalation of Solutions Incidents

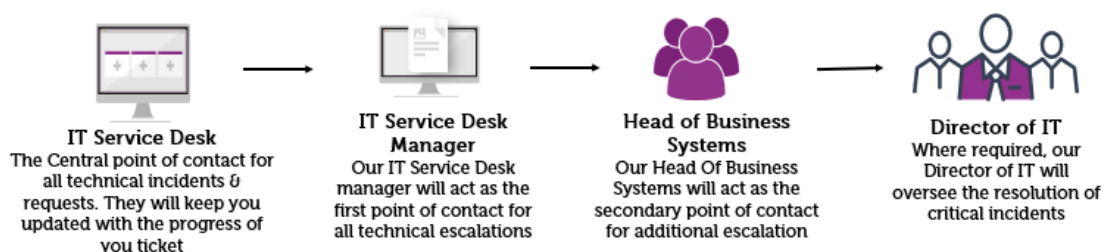
All solution incidents are generally raised via the Restore Digital Support Service Desk.

The Support Service Desk consists of highly skilled customer centric personnel with a variety of skills and expertise. All staff undertake on-going development programs, which includes extensive customer experience training and technical DocuWare product knowledge. These range from Customer Service expertise to incident diagnostic resolution techniques. Restore Digital has a dedicated Learning and Development department with partners who support this valuable asset in their development.

At first point of contact incidents are logged and then escalated to trained Support Technicians from the Level 1 Helpdesk where a potential resolution is recommended. If resolution cannot be found, the incident is escalated to the appropriate resolver group. The resolver groups consist of our Technical Support Level 2 teams based in Wolverhampton and Manchester, of which the Support team forms a part.

The Level 2 Support team consists of Technical Consultants who are manufacturer trained and certified to investigate and troubleshoot Restore Digital and partner solution products. In addition to this, all specialists undertake an ongoing program of professional certifications.

There is an expectation that a client's end user has followed their internal processes and the solution has already been sought within the clients IT desk / support teams. If the client's resolver group is unable to resolve the incident, they can contact the Support Service Desk where Restore Digital will work in partnership to resolve the incident.



3.8 Non-Technical Escalation Process

In the unlikely event that you are not happy with Restore Digital's Service, or there is an outstanding incident, or you are unhappy with a resolution, you can pass your call information to your appointed Client Contract Manager or Account Manager who will direct your request appropriately.

All incidents and complaints can be directed through your assigned Account Manager or Sales Director.

Additionally, periodic service support performance reviews are undertaken with your appointed Service Delivery Manager. In the review sessions, the agenda includes software support performance and associated metrics and details of performance not within the defined support response and performance objectives.

Alternatively, you can contact the following senior Restore Digital representatives –

Restore Digital Representative Role	Name	Contact Details
Head of sales support	John Chapman	John.chapman@restoredigital.co.uk
Key Accounts Director	Daniel Ferguson	daniel.ferguson@restoredigital.co.uk
Director of Accounts	Alastair Galbraith	alastair.galbraith@restoredigital.co.uk

4 SLA Matrix for Software Support

Service Element	Service Level Targets
Contract Hours	Service Hours are from Monday to Friday, excluding National Bank Holidays and between the times of 9:00am to 5:00pm.
Call Logging Process	Call logging process is through the Restore Digital Support Service Desk Supportteam@restoredigital.co.uk General Account queries through Customerservices@restoredigital.co.uk 0333 0435643
Support Services	1 st Line Support 2 nd Line Support (Solution Specialists) 3 rd Line Support (Vendor Specific)

Severity Level	Definition
Severity Level 1	A catastrophic incident that may severely impact the Customer's ability to conduct business. For example; the Customer's systems and/or Product are down or not functioning, and no procedural workaround exists. The customer perceives a serious and or significant financial impact. In addition, any health and safety incidents will receive a Severity 1 status. Where appropriate, a 'Major Incident Action Plan' may be implemented to aid in the information flow of an escalated incident.
Severity Level 2	A high-impact incident in which the Customer's operation is disrupted but there is capacity to remain productive and maintain business-level operations. For example, the reported incident is affecting a group of users or customers, or only part of the product or product functionality. The incident is of an intermittent nature, is of medium financial impact to the Customer.
Severity Level 3	A medium-to-low impact incident that involves partial loss of non- critical functionality. The incident impairs some operations but allows the customer to continue to function. For example, a minor issue with limited loss or no loss of functionality to the Customer's operation.
Severity Level 4	A low impact incident that involves general usage questions, technical information inquiries and documentation errors.
Severity Level 5	Question or request such as modification to user account, user modification requests etc.

5 Support Costs

SLA Level	12 Month Subscription
DocuWare - Basic Support	Included – as per DocuWare service agreement
Restore Digital – Enhanced Support	10% of DocuWare license cost.
Restore Digital – Enterprise Support	From 15% of DocuWare license cost.

Term and Conditions:

1. Costs shown above excludes VAT.
2. All of the packages include DocuWare Basic Support.
3. Restore Support agreement can be charged in line with DocuWare cloud renewals or On-Prem M&S Contract renewal.

Level of support taken by **THE CUSTOMER**

DocuWare Basic Support	☒	(Included)
Restore Digital - Enhanced Support	☒	(Tick as appropriate)
Restore Digital – Enterprise Support	☒	(Tick as appropriate)

Signed by Restore Digital:

Name: Scott Beavis

Date: 06 / 12 / 2025

Signed By **THE CUSTOMER**:

Name:

Date:

6 Definition of Terms

Severity Service Element	Service Level Targets
Helpdesk	Based in Village Way, Wolverhampton Responsible for level 1 support and logging/escalation of incidents to relevant level 2 teams.
Incident	An unplanned interruption to an IT service or reduction in the quality of an IT service.
Incident Management	The process responsible for managing the lifecycle of all incidents. The primary objective of incident management is to return the IT service to customers as quickly as possible.
ITIL	Information Technology Infrastructure Library. A set of concepts and practices for managing IT services.
Problem	A cause of one or more incidents.
Problem Management	The process responsible for managing the lifecycle of all problems. The primary objectives of problem management are to prevent incidents from happening and to minimise the impact of incidents that cannot be prevented.
Problem Management System - PMS	The entity that provisions the ability to register support tickets, track, manage, and provide reporting on registered support tickets.
Solutions Support	Based in Village Way Bilston. Responsible for problem managed and escalation/management of incidents to partner development.
Statement of Work - SOW	A document that clearly defined a technical implementation of a software solution.
WebEx / Teams	A remote access tool that allows access on to a customer computer network via a secure internet connection.
Workaround	Reducing or eliminating the impact of an incident for which a full resolution is not yet available.

7 Terms and Conditions

1.DURATION

Service under this contract shall commence from the Start Date and shall continue for an initial period of twelve months, or periods as defined in your support agreement.

2.SOFTWARE SUPPORT SERVICES

Restore Digital agrees to maintain a support helpdesk as a single point of contact for reporting software support requests and providing help with the Customer's operation of the supported software.

The helpdesk shall on receipt of a properly registered call:

- Log all calls in a computerised call-tracking system and track them with a unique incident number until resolved.
- Provide expert telephone- or email-based help to appropriately trained and skilled personnel at the customer's site on any reasonable query raised by such personnel on the operation of the supported products
- Provide access to specialists when appropriate.
- For unresolved software support requests, provide progress reports back to the caller and manage the escalation process.

Such helpdesk services are provided during software support hours only and in conformance with the response times, as defined in our standard IT Support Information or as defined in your support agreement. Restore Digital will provide the above telephone helpdesk and remote diagnostic services from Restore's offices or remotely by home workers with secure access into Restore's offices.

Restore Digital will attempt to resolve software support requests to the best of its abilities. The service is offered to the customer on a best-endeavours basis, as Restore Digital may not be able to resolve every software support request. Although Restore Digital will attempt to provide reasonable guidance and direction, Restore Digital is not responsible for issues related to networks, operating systems, back-end databases or any product not supplied by Restore Digital unless a specific separate agreement is in place. It is the responsibility of the Customer to keep adequate backups and Restore Digital is not responsible for any lost data however caused or management of customer's passwords.

3.CONTRACT AND TERM

The customer will pay Restore Digital annually in advance of the commencement of the period of cover. All maintenance and other charges stated are exclusive of Value Added Tax and any other taxes or duties as may be payable in relation to the equipment or its use which will be charged at the rate ruling at the date the charge is invoiced.

This Contract is only valid if all equipment specified in the Service Support Details, as of the effective dates, is in good working order and has been maintained in accordance with the recommendations of the equipment's manufacture.

The Contract shall continue in force until the expiry date stated in the Service Support Details. Should the contract terminate and later be renewed, Restore Digital will conduct a chargeable inspection on the goods to be covered.

These Contract terms and pricing apply to site locations within mainland UK only, unless otherwise stated in the Service Support Details. Any additional charges that are made will be payable as per our normal conditions of sale.

If either party wishes to terminate the support agreement, written notice will be required. In the event this termination falls between renewals 1 month support will be charged pro rata.

4.HOURS OF SERVICE

Unless covered by Special Contractual conditions as detailed in the Service Support Details, services shall be provided between the hours of 0900 hours to 17:00 hours Monday to Friday excluding Public and Bank Holidays.

It may be possible to provide service outside the stated hours of service, upon agreement with Restore Digital that this service will be provided at the appropriate labour rate for overtime and upon receipt of a formal purchase order agreeing to the appropriate overtime charge.

5.RESPONSE TIMES

Unless stated under the Service Support Details the standard response time is eight working hours. Where a response time is termed as 'next day' an analyst shall be expected to contact the customer during the next days working hours.

The response time is the number of working hours /days targeted to ensure a qualified analyst contacts the customer ready to address the support call. This time is measured from when Restore Digital actually receives the support call to the time the analyst responds. It is rarely possible to provide an absolute guarantee for a response but having targeted times.

6.EXCLUSION FROM SOFTWARE SUPPORT SERVICES

The below scenarios will not be covered in the support agreement.

- The Customer has caused malfunction of the Supported Software by misuse or neglect.
- Faults or errors resulting from:
 - Modifications to the Supported Software made by any person other than an authorised Restore Digital representative or without Restore Digital's prior written consent
 - Failure by the Customer to use the Supported Software in accordance with the manufacturer's user documentation
 - Abnormal failure or fluctuation of electricity power, air conditioning, humidity control or other environmental conditions
 - Any software or hardware installed on a platform that is not Software Supported or authorised by the manufacturer of the product
 - Custom Code written by the Customer (unless agreed in advance)
 - Software or hardware that has been altered or damaged by any person other than an authorised Restore Digital representative or without Restore Digital's prior written consent.

7.CUSTOMER OBLIGATIONS

The customer shall:

- Provide appropriately trained and skilled personnel capable of liaising with Restore Digital analysts.
- Pay any costs that may be charged by Restore Digital exercising its rights within the Contract conditions.

8.LIMITED LIABILITY AND WARRANTY

Restore Digital shall not be liable for any direct, indirect or consequential loss or damage of any kind resulting from the supported product's installation, use, servicing or improper functioning.

Restore Digital shall not be liable for any indirect or direct consequential loss, damage, or injury including loss of profits or of contracts or business revenue, interest, good will or anticipated savings as aforesaid for any loss, damage or injury of any kind whatsoever.

No waiver or charge to the Contract shall be effective unless made in writing and signed by the customer and Restore Digital. This sets out Restore Digital's sole obligations and all other warranties and conditions (whether express or implied) are excluded.

9.FORCE MAJEURE

Restore Digital shall not be liable for any delay or the consequences of any delay in fulfilling any of its obligations under this Contract if such delay is due to any industrial dispute or any other cause beyond its reasonable control.

10.LAW

English laws shall apply to the Contract and the English Courts shall have exclusive jurisdiction in the event of any disputes.