Fabasoft

Fabasphere
Performance Characteristics 24x7 Support

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Public

1 24x7 Support

The Contractor provides 1st level support to the Customer. Entering a support request is generally possible around the clock using the support button directly in the web interface of the Service Package or in the Fabasoft Cloud Client. Alternatively, Support can be contacted during the defined standard working hours under "Possible Contacts", "1st Level Support" in accordance with the CSA Information Sheet.

Support requests are processed in German and English.

Standard business hours

Within the framework of the support services, Fabasoft provides for the following response times when responding to support requests:

Response time

The response time refers to the number of hours within the specified standard business hours permitted between the time at which the support request is received by Fabasoft Cloud Support and the first response by Fabasoft.

Resolution time

The resolution time refers to the number of hours permitted within the specified standard business hours before Fabasoft provides the user with a concrete proposed solution based on the specific problem described by the user and in line with state-of-the-art technology. The measurement of the resolution time begins with the technical clarification and precise description of the problem, particularly the reproduction of the specific problem by Fabasoft. The time required for participation of the Customer (for example, the time needed for the Customer to provide any additional information requested) is not counted as part of the resolution time. If, for technical and/or organizational reasons, it is not possible to provide a solution within the specified time (e.g. if it is not possible to reproduce the problem or if it is necessary to create a hotfix), Fabasoft and the Customer shall agree upon an appointment and resume contact at that time.

With regard to Service Support Levels, the following parameters are provided for:

Service Package	Standard business hours (CET/CEST)	Response time per request	Resolution time per request
Fabasoft Cloud Professional	Monday-Friday from 8 a.m. to 6 p.m. (except public holidays)	< 2 hours	< 8 hours
Fabasoft Cloud Enterprise Fabasoft Cloud Superior Fabasoft Solution	Monday-Friday from 7 a.m. to 7 p.m. (except public holidays)	< 1 hour	< 6 hours

The operating and response times specified with the respective service package apply to the types of utilization "Full access", "Read access + commenting" and "Access for external members".

24x7 Business Hours

As part of the extended business hours, the support services are available Monday to Sunday from 0 – 24 o'clock, the following response times are provided for processing support requests:

- Response time

  The response time refers to the number of hours within the specified 24x7 business hours permitted between the time at which the support request is received by Support and the first response by the Contractor.

- Resolution time

  The resolution time refers to the number of hours permitted within the specified 24x7 business hours before the Contractor provides the user with a concrete proposed solution based on the specific problem described by the user and in line with state-of-the-art technology. The measurement of the resolution time begins with the technical clarification and precise description of the problem, particularly the reproduction of the specific problem by the Contractor. The time required for participation of the Customer (for example, the time needed for the Customer to provide any additional information requested) is not counted as part of the resolution time. If, for technical and/or organizational reasons, it is not possible to provide a solution within the specified time (e.g. if it is not possible to reproduce the problem or if it is necessary to create a hotfix), the Contractor and the Customer shall agree upon an appointment and resume contact at that time.

  The described resolution time is applicable to application-related topics for a 1st level support (these are general questions about the product, usability topics and documented use cases). Non-application-related or complex application-related topics are processed within the standard business hours.

Service Package	24x7 business hours	Response time per request	Resolution time per request
Fabasoft Cloud Professional	Monday – Sunday 0 – 24 o'clock	< 2 hours	< 8 hours
Fabasoft Cloud Enterprise Fabasoft Cloud Superior Service Package	Monday – Sunday 0 – 24 o'clock	< 1 hour	< 6 hours

The operating and response times specified with the respective service package apply to the types utilization "Full access", "Read access + commenting" and "Access for external members".