

Taylor Continuing Support



Standard TCS

- Help desk support during business hours to address technical questions and to receive and discuss software issues and enhancement requests.
- Top priority support for issues in queue.
- Fast turnaround on issues.
- Product upgrades as available.

Updates Only TCS

- One product upgrade.
- One month Help Desk Support.

Time and Material TCS

- Technical Support is provided on a time and materials basis for discussing, analyzing and providing corrective action and/or information.

Help Desk Support

When reporting an issue to the Help Desk, the customer is asked to provide as much of the following information as possible:

- A business explanation of the issue's severity
- Please provide the name of the application you are using and the current revision number you are using (found under the Help tab, select "about")
- Module or screen where the problem occurred
- Detailed description of the problem
- Whether the problem is repeatable or random
- Error logs or other useful data
- Priority Level (see attached description of possible priority levels)

The Help Desk is your main contact point for Taylor Continuing Support and provides a means to get questions answered and problems solved. Issues can be logged via telephone, email, or fax. Your request is logged into our automated problem management system and assigned a tracking number. This system is used to manage, control, and monitor your support issue. As a central repository of common problems, this systems aids in reducing problem reoccurrence and speeds the resolution of a problem that may have already been encountered at another customer site.

Application Support

If you have an **application question**, (these are modeling and application configuring questions that are specific to your use of our product - not product problem questions) the Help Desk will provide a basic answer whenever possible. If you need more detailed support or the services of an Application Consultant, the Help Desk will contact Professional Services to follow-up. Application support is not covered by your support contract and is offered on a time and materials basis.

Priority Levels

In order to better help us determine the level and speed of response required to resolve your issue, please provide us with one of the following priority levels:

| Priority | Definition | Expected Response | Goal Resolution Time |
|----------|---|--|---|
| 1 | Production/system is down and work cannot continue until problem is fixed. Or system is executing but no usable output is generated. | All parties to work continuously until problem is resolved. | ASAP, with status reports daily if not fixed within 24 hours. |
| 2 | Inaccurate data or loss of business data. The output is not correctly saved, or the defect prevents the expected solution from being generated. Problem is occurring in a business critical module, and there is no temporary solution. | Work should continue on a normal workday basis until a permanent solution is in place. | 72 hours, with status reports every two days, if not fixed within 72 hours. |
| 3 | Issue is not critical to the business or there is a work-around solution to an otherwise priority 1 or 2 issue. | Resolution is worked into a planned project repair and development schedule. | Next Available Release |
| 4 | Trivial, cosmetic, "ought to be" or ease of use problem. | Resolution deferred. Taylor repair or development efforts are scheduled in the involved program(s) or software module. | Future Release |

Our Commitment to You

Taylor will work to resolve your issue and focus on getting you back up and running by discussing, analyzing and providing corrective action/information. On-call support personnel are equipped with the appropriate materials to resolve emergency issues and with defined escalation paths for issues that cannot be resolved by the initial analyst. The support analyst may suggest a viable business alternative to relieve the emergency situation, and then he or she will log the issue to be resolved according to the priority response schedule.

Who to Call

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