



Panacea
workflow systems

PWS Professional Services

Panacea SUPPORT ADDENDUM

Support Document

November 13, 2007

Document Information

Revisions

Version	Release Date	By	Changes
1.1	Sep 28 th 2007	Deepak Thohan	Standard Document

Audience

The audience for this document is <insert>.

Panacea SUPPORT ADDENDUM

This Support Addendum to the BMC Software licence agreement sets forth the scope of end-user support to be provided by Panacea in accordance with that agreement.

Support Plan Levels

Each support offer, as described in the support table below, includes the following, if and when available:

- 1 Supply code corrections to correct product malfunctions in order to bring such product into substantial conformity with the operating specifications for the most current version of the product, unless the customer's unauthorised modifications prohibits or hampers such corrections or causes the malfunction;
- 2 Supply telephone support in order to help a customer locate and, on its own, correct problems with the product;
- 3 Supply, so long as is technically and economically feasible, at BMC Software's sole discretion, updated products as required to operate under new releases of the operating system and/or other system software with which the product is designed to operate and which BMC Software furnishes, without charge, to all other customers who are enrolled in the Support Plan.
- 4 Supply all release upgrades, extensions, enhancements and other changes that BMC Software, at its sole discretion, makes or adds to the product and which BMC Software furnishes, without charge, to all other customers who are enrolled in the Support Plan; and
- 5 Replace the product at no charge if the media becomes destroyed or damaged so that the product becomes unusable.

Customer Support Levels	UK Hours of Operation	Initial Response Goals (See Severity Definitions for S1 – S4 criteria)	Available with the Purchase of:
Basic Support	Local Office Hours, between 9:00 and 17:00 8 hours x 5 days (Excludes published holidays)	S1 = 4 Office Hours S2 = 8 Office Hours S3 = 12 Office Hours S4 = 24 Office Hours	Service Management products
Fast-Track Support	Local Business Hours, between 8:00 and 20:00 12 hours x 5 days (Excludes published holidays)	S1 = 1 Business Hour S2 = 4 Business Hours S3 = 8 Business Hours S4 = 12 Business Hours	Service Management products
Continuous Support	Continuous Hours 24 hours x 7 days (Includes published holidays)	S1 = 1 Clock Hour S2 = 4 Business Hours S3 = 8 Business Hours S4 = 12 Business Hours	Service Management products System Management products

Note that not all support offerings are offered for all BMC products. The System Management products and some Service Management products require Continuous Support due to the critical nature of the application.

Service Management Products consist of most Remedy, Marimba, Service Desk Express (Magic), BMC Identity Management and BMC Service Management products.

System Management Products consist of most Mainframe and Distributed Systems Management products.

Once Support is acquired for a Product, Customer is automatically enrolled in Support for that Product on an annual

basis, unless either party terminates Support upon at least 30 days written notice prior to the next Support anniversary date. The annual fee for Support is based on BMC's then-current Support price list. BMC may change its Support offerings, to be effective upon Customer's support anniversary date. If Customer terminates Support, then re-enrols in Support, BMC may charge Customer a reinstatement fee.

Exceptions

The Support Plan does not include:

Development and/or debugging of bespoke code not written by Panacea , including:

- BMC Remedy Workflow
- Service Desk Express (formerly known as Magic) Business Rules

Panacea will be pleased to quote for bespoke development.

Severity Classification

When you report a problem or ask a question of Panacea Technical Support, whether it is via the telephone, or email, a case is created with an associated priority. If you create a case over the telephone, you can specify the priority, while a case created via email will have a default priority of 3 - Moderate.

The priority codes and definitions are provided below. Based on the priority of your case, a technical support analyst will respond and will work with you to classify your support need and the problem severity according to the following criteria:

Severity Level	Severity Criteria
1	<p>Critical Service Impact Issue critically affects the primary business service, major application, or mission critical system. Customer resources should be available and willing to work on a 24x7 basis with BMC to resolve the issue. Characteristics of a Severity 1 issue include:</p> <ul style="list-style-type: none"> •Business service is not operational •Production system crashes •Data integrity at risk •Production backup and recovery operations fail
2	<p>Significant Service or Implementation Impact The business service, major application, or system is seriously affected or implementation stopped. No acceptable workaround is available.</p>
3	<p>Moderate Service Impact The business service, major application, or system is moderately impacted, no data has been lost, and the business service, application, or system is still functioning. The issue may be temporarily circumvented using an available workaround.</p>
4	<p>No Service Impact Non-critical issues, general questions, enhancement requests, or documentation issues</p>

Support Hours and Process

All intervals specified in this section reflect business, not calendar days and are based on UK GMT. Calls are logged with Panacea. The person reporting the call will be asked to provide the following information:

Customer Name

Contact Name/Telephone Number
BMC Product Name
Brief Problem Description
Severity of Problem

Once the call is logged on the system, the caller will be given a problem number, which should be quoted in all subsequent correspondence. Any calls unable to be resolved by Panacea Technical Support will be escalated to BMC, the BMC Issue number logged against the original Panacea problem number, and this information provided to the customer.

Support Contact Times and Numbers

Business Hours

During business hours, all support calls should be made to Tel: +44 1784 497 047. E-mail or fax may be used to receive supportive documentation related to previously-reported incidents or problems.

E-mail: support@pws-europe.com

Fax: +44 1784 497 048

(All faxes should be marked for the attention of Panacea Technical Support)

Outside Business Hours This service is only designed for **Severity 1** incidents only. Users must call the above telephone number and an on-call Technician will be paged. Customer details will be taken and the customer contacted directly.

Calls which do not require immediate action are held for collection and attention when the UK office is next open during normal business hours. Telephone number for Severity 1 calls outside normal business hours is +44 1784 497 047.

Incident Escalation Policy for Severity 1 Incidents

If Panacea is unable to provide work-around or temporary fix in the time period specified, Panacea will escalate the issue to BMC directly. The customer may request -with the agreement of Panacea -a site visit to the customer's premises in conjunction with a Customer representative, to assist in troubleshooting and problem resolution. If the problem is determined to be outside of BMC's product, the expenses and appropriate consultant fees will be paid by the customer.

Acceptance

For: Panacea Workflow Systems	For: <customer>
Name:	Name:
Title:	Title:
Signature:	Signature:
Date:	Date:

