

SUPPORT **OPTIONS**

BiG EVAL Data Quality Automation



HIGH DATA QUALITY
MASTERED.



BiG EVAL Support Plans

	Basic Support	Advanced Support
Support desk		
Priority queue	N/A	Included
Unlimited ticket submissions	Included	Included
Support staff (English only / German if available)	Pool	Assigned
Opening hours	Mo-Fr. 9-12AM + 1:30-5PM	Mo-Fr. 9-12AM + 1:30-5PM
E-Mail & Chat & Web-Form	Included	Included
Phone	N/A	Included
Remote Access	Included	Included
Service Levels	<i>[First response time / Resolution time]</i>	<i>[First response time / Resolution time]</i>
Blocking Issues that make the usage of the product impossible.	8 business hours / 24 business hours	4 business hours / 12 business hours
Issues that still allow limited product usage.	24 business hours / 80 business hours	8 business hours / 24 business hours
Blemishes with slight influence on the intended product usage.	Following 3 release updates	Next release update
Blemishes with no influence on the intended product usage.	Fix not guaranteed	Fix not guaranteed
Feature-related Questions about how to use specific features.	16 business hours / 40 business hours	4 business hours / 8 business hours
Conceptual questions and consulting about how to test specific scenarios.	BiG EVAL Partner or separate agreement	BiG EVAL Partner or separate agreement
Maintenance & Exclusive Access		
Access to most current software releases	Included	Included
Preferred eligibility to product programs (e.g. early access)	N/A	Included

BiG EVAL Support Plans – Additional explanations

Support Desk

- **Priority queue.** Support cases submitted to BiG EVAL's support desk are worked through at a first come first serve basis for customers who fall under Basic Support. Advanced Support customers qualify for priority queueing and will be worked in priority ahead of other submitted cases.
- **Contact channels.** The customer must place support cases using one of the channels of his support plan (email, chat, phone, web-form). Support cases placed in any other form or using any other channel (e.g. directly to a BiG EVAL employee or partner) will not be handled under the Service Level Agreements or any other commitments of BiG EVAL.
- **Opening hours.** The support desk of BiG EVAL is reachable on workdays from 9AM to 12 AM and from 1:30PM to 5PM. The Zurich Banking Holiday Calendar defines the closing days. Support cases can be placed at any time using email, chat or web-form. The named service level times count only during opening hours.
- **Assigned Support Staff.** Customers with the advanced support plan are assigned to an expert support staff member that works through all their support belongings. Whereas customers in the basic support plan have no personally assigned support staff.
- **Remote Access.** If the customer agrees to set up a remote access connection to his own on-prem- or cloud-infrastructure, he understands and hereby agrees that BiG EVAL disclaims all liabilities for damages or issues that result from the work done under remote control.

Service Levels

- **First response time.** The time until the client gets the first response. This may include a first solution or workaround, but doesn't need to.
- **Resolution time.** Resolution time is defined as the estimated amount of time within which BiG EVAL closes a support case (logged via phone, chat or email). Time spent pending customer response or information and cases that are transferred to L2 or L3 for resolution are not part of this calculation. Resolution times are guidelines and not commitments.
- **Conceptual questions and consulting.** BiG EVAL is software producer and vendor and no consultant agency. Therefore, BiG EVAL doesn't provide any consulting services nor is BiG EVAL responsible to design or build customer-specific concepts. BiG EVAL recommends to the customer, to work together with their preferred consultant agency that knows the customer, the customer's business and the customer's systems much better. This doesn't exclude to set up custom solutions between the customer and BiG EVAL within a separate agreement.