

Maintenance, Data Backups, and Technical Support Services

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1. Introduction

1.1 About this guide

At CYGNVS, our support team aims to deliver faster value with superior experience for our partners and our partner's clients. We deliver a unified, relevant, and adaptive approach.

This guide is designed to help our partners and our partner's clients use support as easily and as effectively as possible. It covers how CYGNVS Support operates, what to expect, and the roles and responsibilities of both support personnel, our partners and our partner's clients.

CYGNVS is constantly seeking ways to enhance its support offerings and consequently, this guide is subject to change. The most recent version of the Support Scope and Support Quick Start Guide will always be available from the [CYGNVS Help Center](#).

1.2 Scope of CYGNVS Support

CYGNVS Support is a team of dedicated support personnel providing support from centers in *North America, Asia and Europe. From these centers, CYGNVS Support is focused on ensuring the success of our partners and our partner's clients. Currently, CYGNVS Support is available via Live chat, email or phone, also accessible from within the CYGNVS platform or room, in English only, covering our partners' and our partner's clients' business hours.

In addition to resolving any product problems you may encounter, CYGNVS Support offers general usage recommendations and will work with third parties to accelerate the resolution of issues.

CYGNVS Support has a set of inhouse tools, which will help diagnose and isolate issues faster.

CYGNVS Support offers self-service channels like answer bots and knowledge base for documented solutions, including videos and product tours for functionality within CYGNVS products, all of which are available from within the CYGNVS application to help our partners and our partner's clients manage their CYGNVS ecosystems.

To receive support, partners or our partner's clients, must have a valid Licence Agreement for the relevant CYGNVS products. CYGNVS Support includes new product releases, upgrades, hot fixes, service packs, bug fixes, and enhancements for all products covered.

1.3 CYGNVS Solutions Architects

The CYGNVS Solutions Architects team works with our partners and our partner's clients to design templates that are calibrated for their needs. The Solutions Architect covers everything from best practices around product usage, architecture and design, capacity planning, detailed configuration and customization.

1.4 Data Confidentiality

The CYGNVS privacy policy is available separately for reference at: <https://www.cygnvs.com/privacy>.

CYGNVS Support does not require CYGNVS to receive client data. For this section, Customer Data includes personal data as defined under the EU General Data Protection Regulation (GDPR), California Consumer Privacy Act (CCPA) or PII (Personally Identifiable Information), PHI (Protected Health Information), and Personal Financial Information (PFI). In the event client data is mistakenly sent or uploaded to CYGNVS Support, the partner or partner's client must notify CYGNVS immediately to ensure deletion from the system.

To solve some support tickets via Live Chat or email, CYGNVS Support will request your approval for our use of personal information, e.g., your name and email address. Your personal information will be stored so that the conversation can be picked up at a later date or time or to follow up via email on discussions had over Live Chat.

CYGNVS Support may also need additional information such as a detailed description of the room, screenshots, log files, a copy of the template or a sample of partner or partner client test data. When CYGNVS Support reasonably requests that we receive test data to perform Support Services, partner or partner's client will transmit the data via CYGNVS room documentation upload or email. CYGNVS will transiently store such data solely at CYGNVS facilities, including facilities in India, solely for the duration of the applicable CYGNVS investigation.

CYGNVS Support interactions between CYGNVS personnel and partner or partner's client through virtual meetings may be recorded. By joining a virtual meeting session, partner or partner's client consents to CYGNVS remote access to partner's or partner's client's computer systems for provision of Support Services. Such access may allow CYGNVS to control, modify, or alter certain elements of partner's or partner's client's computer systems. Partners and our partner's clients are responsible for notifying CYGNVS support personnel prior to exposure or possible exposure of Customer Data during such virtual meeting sessions and for redirecting CYGNVS support personnel and/or halting the session to avoid exposure.

1.5 Disposition of Data

Over the course of a customer support investigation, customer data may be needed for troubleshooting purposes. This Customer Data will be removed from CYGNVS support systems upon termination of the CYGNVS Support Services investigation and upon termination or expiration of partner's or partner's client's license to the CYGNVS Service.

2. Priorities / Incident Classification

All reported incidents shall be handled along a clearly defined, unified incident management process. Incident priorities are determined by the Partner and its Cedents based on impact and urgency. Notified incidents shall be classified as set out in the table below:

Table One – Error Categories:

Priority	Description
Urgent	Incidents which prevent or seriously disrupt the use of the CYGNVS Services for its intended purpose as a whole or of important functionalities of the CYGNVS Services. Applies also when user is in critical incident and can not access CYGNVS application
High	Incidents which seriously impair the use of the CYGNVS Services for its intended purpose as a whole or of important functions of the CYGNVS Services which can, however, be reasonably circumvented by instructions.
Normal	Incidents which only cause a minor impairment in the use of the CYGNVS Services for its intended use as a whole or of a function of the System. Including general questions related to the product that need answers but are not urgent.
Low	General questions related to the product that need answers but are not urgent. Examples would be a question related to the functionality of the product.

For Urgent support outside of Local Business Hours, please see [Urgent Support section](#).

When an “Urgent” ticket is raised, we ask that the user contact be available to work with CYGNVS Support through to completion without major delays.

The priority of the support ticket can be changed under certain circumstances. An “Urgent” support ticket will be downgraded if a CYGNVS support analyst has tried multiple times to contact the user in a 24-hour period without success. Similarly, a “High” priority support ticket may be lowered to a Normal or Low if a user does not respond in a timely manner.

Otherwise, the priority of the ticket will only be lowered with the user’s agreement. The priority will be increased if the problem becomes more urgent and is in line with the guide given in the above table.

3 Maintenance and Updates

3.1 Maintenance

CYGNVS shall arrange for the provision of periodic system and hardware maintenance of the CYGNVS Services as needed to maintain the overall system operability. CYGNVS will provide the following maintenance and support services (“Maintenance and Support”) for the CYGNVS Services:

- Preventive and remedial services to maintain the CYGNVS Services in compliance with all applicable specifications and in good operating condition.
- Updates

3.2 Updates

Each update to the CYGNVS Services will be provided to Partner as it is made available by CYGNVS to any of its customers. In addition, any updates that are required to bring Partner into compliance with any applicable laws will be provided at least ninety (90) days before compliance is required by the applicable laws. Updates for CYGNVS Services will be deemed part of the CYGNVS Services. Any updates that will materially alter the functionality of the CYGNVS Services must be discussed and agreed with Partner in advance of rollout by CYGNVS.

3.3 Maintenance Hours

Maintenance shall only be performed outside normal working hours, during Eastern Standard Time (“EST”), unless in the event of an emergency. CYGNVS represents and warrants that it shall undertake all commercially reasonable efforts to ensure that the CYGNVS Services will be available for access by Partner and Partner’s Clients, on a continuous basis during normal working hours during EST.

3.4 Data Backups

For all Partner, Client and Authorized User data hosted by and processed through the CYGNVS Services and CYGNVS Reporting Analytics, CYGNVS shall be responsible for storing and maintaining backups.

3.5 Performance

CYGNVS personnel who are assigned to perform Maintenance and Support will be (i) fully qualified to do so, and (ii) familiar with the CYGNVS Services and Partner’s use of the CYGNVS Services.

3.6 Emergency Bug Fixes, Change Requests, and Feature Requests

CYGNVS will promptly notify Partner of any errors, defects, malfunctions, or other nonconformities in the Services that impact operations. CYGNVS will repair or replace all defective or inoperable functionality and otherwise cause the Services to be in compliance with all applicable specifications and in good operating condition.

If a user finds a bug in the product that either stops production or delays achieving a key milestone, and there is no valid workaround, CYGNVS will aim to provide an Emergency Bug Fix (EBF).

If a partners or our partner’s client finds a minor bug or an issue that has a valid workaround, a bug will be logged by the Support analyst with the CYGNVS Development team for consideration in a future release.

For a Support Ticket requiring additional functionality or an enhancement to existing functionality, CYGNVS Support will raise a Feature Request (FR). Feature Requests are logged and considered by the Product Management team for inclusion in a future Version. Once an FR has been raised, CYGNVS Support will close the Support Ticket.

4 Contacting CYGNVS Support

Support tickets are routed to the support analyst best equipped to handle the problem based on the location of the partners or partner's client. Where possible, CYGNVS will try to ensure that the ownership of a support ticket remains with one support analyst throughout the lifecycle of the ticket. At times, when the support ticket requires some special handling, it may be handed off to another member of the team.

The support analyst team work on a rotation system and are available to handle support tickets opened through any supported route. If all support analysts are busy assisting other partners or partner's clients, telephone calls will be diverted to voicemail and the next available support analyst will call back. Chat messages will be transferred automatically into a support ticket and the next available support analyst will respond on this.

4.1 Support Hours

Your regional CYGNVS Support team is available during Local Business Hours. For the purposes of this document, Local Business Hours is defined as Monday to Friday 09:00 to 17:30 (excluding public/bank holidays) in the time zone of the partner or client contact.

CYGNVS Support provides 24x7 support for Urgent priority issues only to our partners and our partner's clients. Please contact CYGNVS Support via telephone (+1 650 6842040(US), +44 20 8089 5851(UK)) [for Urgent priority issues outside of business hours.](#)

CYGNVS has support centers around the globe enabling urgent support tickets to be passed from one center to another, effectively providing the ability to work on a problem around the clock or "follow-the-sun". If a user requires follow-the-sun support, the request must be made to the support analyst during Local Business Hours. For follow-the-sun support, the user must be available to provide any information to help with problem isolation. If they are not available, this may delay progress and work will not be able to start again until the requested information is available.

For all other priority support tickets, your regional CYGNVS Support team is available during Local Business Hours. Please see section to explain the incident priorities.

4.2 Telephone Support

(+1 650 6842040(US), +44 20 8089 5851(UK)). CYGNVS will provide Partner with telephone support to resolve questions about the implementation, configuration, use and operation of the CYGNVS Services, CYGNVS Materials and CYGNVS Reporting Analytics, as well as the resolution status of problems reported by Partner.

During business hours, telephone support will be provided with 30-minute turnaround of phone calls for urgent issues. 4 Hours for initial response to other priority calls.

4.3 Email Support

(support@CYGNVS.com). CYGNVS will provide Partner with email support to resolve questions about the implementation, configuration, use and operation of the CYGNVS Services, CYGNVS Materials and CYGNVS Reporting Analytics, as well as the resolution status of problems reported by Partner. During business hours, email support will be provided with a 4-hour initial response to emails. This will reduce to 30-minute response to emails for urgent issues.

4.4 Live Chat Support

All our partners and partner's clients can contact CYGNVS Support within the CYGNVS application using our "Support" via "Live Chat". This will raise a support ticket with the CYGNVS Support Team.

CYGNVS can provide Partner and Partner's Clients with Live Chat support from 6AM EST – 10pm EST to resolve questions, use and operation of the CYGNVS Services as well as the resolution status of problems reported by Partner or Partner's Clients. During these hours, Live Chat support will be provided. After these hours, or if all agents are busy, knowledge search will be available for self-service or leaving a message for support.

4.5 Self Service

CYGNVS customer support provide a knowledge resource center for our partners or partner's clients to accelerate their learning, deployment and adoption of the CYGNVS application using different interactions.

You can access all these under the umbrella of the CYGNVS Help Center resources from within the CYGNVS application or directly from our [CYGNVS Help Center](#).

Access the CYGNVS Help Center from within the CYGNVS application, on the top "Support" navigation:

The CYGNVS Help Center provides you a rich repository of content including the following:

- Knowledge Base articles
- Documentation guides
- How-To Library
- (Best Practices)
- Product Walkthroughs to help you explore the site in a guided manner

The CYGNVS Help Center also gives users access to:

a. [CYGNVS Search for articles – knowledge base](#)

- This is available within the CYGNVS application to provide users with 24x7 access to knowledge.

- Users can type a question or words related to their query and the knowledge base will respond with a list of articles related to the question or search terms typed. The responses are continuing to be trained at present, so every question asked will help us improve this service.

b. CYGNVS Live Chat

- During Local Business Hours, a chat with the CYGNVS Support Team can be started via the Live Chat icon within the CYGNVS app.
- By clicking this image, partners and our partner's clients can ask our CYGNVS Support team a question directly. If a Support Analyst is available, a response will be provided via chat or follow up communication.
- Contact details for further communication will be requested. This will include Name, Email address and/or Phone number.

c. CYGNVS Message Form

- If the Chat Search or the Live Chat are not available for a question, a partner or a partner's client can leave a message for our CYGNVS Support team which will be answered when an Analyst is next available.

5 Technical Support

Except as otherwise provided herein, CYGNVS shall (a) appoint a Solutions Architect and (b) provide at least one (1) fully-trained resource with working knowledge of the CYGNVS Services to be available to provide Technical Support Services to Partner, Partner's Clients or Authorized Users Monday thru Friday from 9am ET to 6pm ET, excluding US federal holidays (the "Standard Support Hours"), during the initial development, configuration, rollout, testing and launch of the CYGNVS Services, through such time as Partner's Clients are being provided CYGNVS Services.

1. Technical Support Services consist of live chat support, email support and telephone support. The following procedures will be followed for reporting technical problems related to the CYGNVS Services:
2. Partner shall appoint a primary point of contact and up to three (3) other point of contact to relay requests for technical support to CYGNVS.
3. The Technical Support Live Chat, Email address and Technical Support Line are monitored by a fully trained CYGNVS representative during the Standard Support Hours.

When opening an "Urgent" support ticket that needs a response outside of your Local Business Hours, during public/bank holidays or on weekends, please call the support telephone number to speak with the support team; +1 650 684 2040. Please see the [Urgent Support section](#) for the procedure followed if an Urgent incident is encountered.

5.1 Support Ticket Life Cycle

CYGNVS has a predefined life cycle for each support ticket that is opened in our support system.

-  **New:** This is the start state. The Support Ticket remains in this state after it is raised and until it is assigned to an engineer.

- Open: A Support Ticket moves to Open when ownership of the Ticket is given to a Support Analyst.
- Pending: The support analyst works on analyzing or researching the problem. The user will receive communication from the Support Analyst regarding their issue or question.
- Solved: The Support Ticket moves to Solution when the support analyst sends the solution/workaround to the user.

5.2 Initial Response

CYGNVS will provide an initial response within 2 Business Days during Local Business Hours for non-Urgent Tickets. For support outside of Local Business Hours or on weekends and public or bank holidays, see [Urgent Support](#) section above.

5.3 Continued Response

The Continued Response times are during Local Business Hours only.

For “Urgent” priority tickets, the CYGNVS Support team will endeavour to respond to the user or user through the ticket within 1 hour of a user or user communication with the CYGNVS Support ticket during local business hours.

For “High” priority tickets, the CYGNVS Support team will endeavour to respond to the user or user through the ticket within 4 hours of a user communication with the CYGNVS Support ticket during local business hours.

For support outside of Local Business Hours or on weekends and public or bank holidays, see [Urgent Support](#) section above.

For Support Tickets with Normal and Low priority settings, the continued response commitment is based on an agreed timeline between the user and support engineer owning the Support Ticket.

Please see [table two for response and recovery times](#).

5.4 Urgent Support

Urgent support or urgent technical problems are classified as an emergency situation with no workaround. When a production system is down and/or has a critical impact on your business. Applies also when user is in critical incident and cannot access CYGNVS application.

Our Partner will appoint a primary point of contact and up to three (3) other points of contact personnel to allow the CYGNVS technical support team to relay information about “Urgent” CYGNVS service incidents.

Such primary point of contact(s) of the Partner contacts and contact information shall be advised to CYGNVS once the support and maintenance agreement is executed by the Parties.

When opening a new “Urgent” support ticket that needs a response outside of your Local Business Hours, during public/bank holidays or on weekends, please call the support telephone number

(+1 650 6842040(US), +44 20 8089 5851(UK)) to speak with the support team or email support@CYGNVS.com.

This also applies if you have an existing Urgent support ticket or escalation that requires a response outside of Local Business Hours. If all CYGNVS support analysts are busy assisting other partners or partner’s clients, telephone calls will be diverted to voicemail. Please leave a message with the support ticket number and contact telephone number and the next available CYGNVS support analyst will call you back.

In the event CYGNVS detects a system malfunction or other errors or problems that may impair the performance of a critical feature of the CYGNVS Services, CYGNVS will follow the process outlined here.

Within the first 30 minutes of an Urgent incident identified, CYGNVS will update the [CYGNVS status](#) site where partners and their clients can view information regarding the incident.

If an incident lasts longer than 30 minutes:

1. A new update is included on the [CYGNVS status](#) site
2. CYGNVS will inform the Partner point of contact personnel as identified above by email marked “URGENT”.
3. Ongoing Incident updates on [CYGNVS status](#) site until Resolution.
4. Incident Resolution.
 - [CYGNVS status](#) site is updated with resolution details.
5. RCA uploaded to Help Center documentation.
 - [CYGNVS status](#) site is updated with RCA link.

Table Two - Reaction and incident recovery times:

The time-lines mentioned in this subsection are considered to be hours within the support hours set forth unless specified otherwise. The following reaction and recovery times shall be applicable.

Error Category	Response Time	Problem Identification Phase	Resolution Time
Urgent	30 minutes	Error diagnosis complete and reported to Partner within 4 hours of initial communication.	24 hours Target Service Restoration time. On determination that the root cause of the issue is a CYGNVS error,

		Continuous work on resolution to commence immediately. On determination that the root cause of the issue is a CYGNVS error, CYGNVS will aim to provide a workaround within the time frames shown, or as mutually agreed, provide a fix that corrects the error.	CYGNVS will aim to provide a workaround within the time frames shown, or as mutually agreed, provide a fix that corrects the error
High	1 Hour	Error diagnosis complete and reported to Partner within <u>12 hours</u> of initial communication. Continuous work on resolution to commence immediately.	<u>48 hours</u> target service restoration time, after Error was initially reported.
Normal / Low	Within 24 Hours	Error diagnosis complete and reported to Partner within 5 business days of initial communication. Reporting at the end of every 5th business day.	Fix scheduled in next Release or a mutually agreed time frame.

5.5 Escalation Management

The first point of escalation for a partner or a partner's client should be a request to the Support Analyst handling the support ticket. All CYGNVS Support Analysts are trained to handle escalations and will bring in other resources and management as required.

A partner or a partner's client can also escalate any support ticket with their CYGNVS Account Team.

If there is still no satisfactory outcome, a CYGNVS Support manager will be assigned to the support ticket. The CYGNVS Support Management team is there to ensure escalations are addressed in an organized and transparent process. Managers will work closely with both the partners or our partner's clients and CYGNVS departments to ensure problems and success criteria are clearly understood and that communications are clear and predictable. All parties are kept up to date with a well-defined action plan to achieve success.

Please see the process to be followed in the [Urgent Support section](#) in the event of an “Urgent” incident with CYGNVS services.

5.6 Solving a Support Ticket

Where a support ticket cannot be solved or answered immediately, CYGNVS will require additional information to research the issue further.

Such information may include, but will not be limited to:

- What are the steps to reproduce the issue?
- Has this issue been encountered in the past? If so, before encountering this issue, what configuration/setting, or any other changes were made?
- template files
- Copies of data being used

Please note that if the information requested by CYGNVS cannot be provided for some reason, then it will adversely affect the time required to resolve the issue.

It is sometimes necessary to ask the user to supply additional information and perform additional tests. CYGNVS will always seek to explain why such actions are necessary.

5.7 Closing a Support Ticket

Once an answer or solution (including an accepted workaround) has been given for a support ticket, CYGNVS support will, with the user’s agreement, close the ticket.

There are some instances where a ticket may be closed where it has not been possible to gain the consent of the partner or partner’s client. CYGNVS Support will attempt to contact the user at least three times over a period of a week. If the partner or partner’s client does not respond, then the ticket will be closed.

When the ticket is closed, an email is automatically sent to the user contact.

5.8 Support Ticket Surveys

Customer success and complete satisfaction is the key driver for CYGNVS Support. To achieve this, users will receive a request to complete a survey after a ticket is closed.

CYGNVS appreciates the time our users take to complete these surveys because they provide CYGNVS Support with valuable information about how our service is responding to our partners and their client’s requirements.

When a Ticket is resolved, the user contact will receive an automatic email. The email will contain a Survey link. Clicking on the link will open a Survey page. There is one question then an area for additional comments.