

# Support Policy - CardioLog Analytics On-Prem - Commercial Editions

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## Support Program Overview

Intlock is committed to providing a support program that offers high value, cost-effective options for our customers. The goal of our technical support program is to respond quickly and directly to customer issues and to continually improve upon your technical support needs. This section describes the support service tiers, methods, processes, and response targets for customer support requests.

## Installation and Configuration for Commercial Trials

Free support is available during the installation and configuration of the CardioLog Analytics and SharePoint Marketing Trials. [Contact us](#) for further assistance while evaluating CardioLog Analytics or SharePoint Marketing Suite.

## Customer Support Tools

### Web Support

We provide robust online access to self-help documentation. Among the online resources are:

### CardioLog Analytics

- [CardioLog Analytics System Requirements](#) - This guide describes the product's hardware, operating system, external software and network requirements.
- [CardioLog Analytics Setup Guide](#) - This comprehensive guide provides a complete set of details about installing, configuring, and optimizing your system.
- [CardioLog Analytics User Guide](#) - This guide offers a broad overview of system operation for all users, including scenarios for creating, viewing and analyzing reports.
- [CardioLog Analytics Administrator Guide](#) - This guide offers basic knowledge for administrators including instructions for report template creation, data collection filters, security and permissions, setting the tracking agent and diagnostics.
- [CardioLog Analytics Advanced Administrator Guide](#) - This guide provides details about advanced procedures and maintenance tasks such as infrastructure recommendations, troubleshooting, optimization and fine tuning, health monitoring, the CardioLog API and more.

### SharePoint Marketing Suite

- [SharePoint Marketing Suite System Requirements](#) - This guide describes the product's hardware, operating system, external software and network requirements.
- [SharePoint Marketing Suite Setup Guide](#) - This guide provides a complete set of details about installing, configuring, and optimizing your system.
- [SharePoint Marketing Suite User Guide](#) - This guide offers basic knowledge for all users on system operation including scenarios for creating and viewing scheduled reports, executing A/B and multivariate tests, creating web content display rules, targeted messaging and more.
- [SharePoint Marketing Suite Administrator Guide](#) - This guide offers basic knowledge for administrators including report template creation,

- data collection filters, security and permissions, configuring the tracking agent and system diagnostics.
- SharePoint Marketing Suite Advanced Administrator Guide - This guide provides details about advanced procedures and maintenance tasks such as infrastructure recommendations, troubleshooting, optimization, fine tuning, health monitoring, the SharePoint Marketing Suite API, and more.

For more information regarding technical support, please explore our knowledge base and support site, which includes guides, tutorials, FAQs, announcements and more.

## Telephone and Email Support

- Submit your [request](#)
- Office: +1-617-5008461
- Email: [support@intlock.com](mailto:support@intlock.com)

## Support Packages

Support Packages are determined by your Service Level Agreement.

Services Level Agreement is provided only to product configurations and/or topologies that comply with the product [system requirements](#). Intlock will not provide Services Level Agreement to non-*Recommended System Requirements*, or alternatively charge for professional services costs to resolve these issues, according to the sole discretion of Intlock.

Please see the pricing section for more information on these options. Here are the different packages offered:

### CardioLog Analytics - Standard Edition

#### Standard Plus Support

- Free product updates, bug fixes, and patches are always included.
- A product license includes a single, non-renewable installation and configuration assistance for the product software on a single server within the customer's production environment. Please note that migration and/or re-installation of the product software and database are not included in the Standard Plus Support package, nor are any other remote installations. However, additional migration and re-installation support packages are available separately.
- Support services are provided through email, phone, and desktop screen sharing.
- Support will always be available for major product releases that are up to 18 months old. We cannot guarantee support for versions older than 18 months.
- Support includes personal assistance for solving problems and upgrading software versions within our customer's production environment.
- Support services are provided for product configurations that comply with the system requirements. Intlock can not guarantee support services for non-standard system requirements, or may charge for professional services costs to resolve these issues, according to the Intlock's discretion.
- Support for non-production environments, consultant services, and development services are priced based on our professional services hourly fee.
- On-site support and installation services can be purchased additionally at standard professional services rates. On-site support may entail travel and time expenses that the customer will be responsible for.
- Support services always include a one hour product tour.
- The yearly support fees are 40% of the product list price. Final rates and delivery times are defined within a binding purchase agreement.

### CardioLog Analytics and SharePoint Marketing Suite - Professional and Enterprise Editions

#### 1. Advantage Support

- Product license includes a single, non-renewable installation and configuration assistance for a single server within the customer's production environment. Please note that migration and/or re-installation of the product software and database are not included in the Standard Plus Support package, nor are any other remote installations. However, additional migration and re-installation support packages are available separately.
- Support services include a two hour detailed product tour included alongside the deployment process.
- Support for all product updates, bug fixes, and patches.
- Support services are provided through email, phone, and desktop sharing.
- Support will always be provided for major product releases that are up to 18 months old. We cannot guarantee support for versions older than 18 months.
- Support services are provided for product configurations that comply with the system requirements. Intlock can not guarantee support services for non-standard system requirements, or alternatively charge for professional services costs to resolve these issues, according to the sole discretion of Intlock.
- Support for non-production environments, consultant services, and development services are priced based on our professional services

hourly fee.

- Intlock reserves the right to use parts or all development projects, such as new features, components, modules, and other professional services for any other purpose.
- On-site support and installation services can be purchased additionally at standard professional services rates. On-site support will entail travel and time expenses that the customer is responsible for.
- The yearly support fees are 20% of the product list price. Final rates and delivery times are defined within a binding purchase agreement.

## 2. Premium Support

- Everything in the Advantage Support package is included, for two environments. (eg., A production environment and a single non-production environment).
- The yearly support fees are 5% of the product list price over Advantage Support package. Final rates and delivery times are defined within a binding purchase agreement.

## 3. Elite Support

- Everything in the Advantage Support package is included, for three environments (eg., A production environment and two non-production environments).
- The yearly support fees are 10% of the product list price over Advantage Support package. Final rates and delivery times are defined within a binding purchase agreement.

## 4. Sunday Service Level Agreement

- In addition to one of the required chosen Service Level Agreements (Advantage, Premium or Elite), Sunday SLA provides support during Sundays for the same agreed working hours.
- Sunday Service Level Agreement fee is 25% of the chosen Service Level Agreements.

## Support Packages Comparison

	Standard Plus	Advantage	Premium	Elite	Trial	Lite/Free
Web Support						
Product updates, bug fixes, and patches						
Single installation on a production environment						x
Single installation on a test or staging environment	x	x				x
Single installation on multiple environments	x	x	x		x	x
Support through a ticketing system						x
Support through email, phone, and desktop sharing						x
Short product tour for starters						x
Advanced product tour	x				x	x

## Severity Definitions

This table describes the levels of severity when requesting support.

Severity Level	Definition
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<p>Severity 1</p>	<p><b><u>Installed On-Premise</u></b></p> <p><b>Critical Service</b> A critical production service is down with no immediately available workaround. Matches any of the following criteria:</p> <ul style="list-style-type: none"> <li>• No data collection.</li> <li>• Application failure which affects site performance.</li> <li>• Application service is down or not responding and cannot be stabilized or restarted.</li> </ul> <p>Severity 1 may not be used during a new installation process, on a test server or platform, or where no production users are on the system. A service outage does not include network issues, infrastructure issues, database failure, IIS failure or insufficient system requirements.</p> <p><b><u>Hosted On Microsoft Azure *</u></b></p> <p><b>Critical Service Outage</b> A critical production service is down with no immediately available workaround. Matches any of the following criteria:</p> <ul style="list-style-type: none"> <li>• No data collection.</li> <li>• Application failure which affects site performance.</li> <li>• Application service is down or not responding and cannot be stabilized or restarted.</li> <li>• Virtual machine is down or not responding and cannot be stabilized or restarted **</li> <li>• IIS is down or not responding and cannot be stabilized or restarted **</li> <li>• SQL database service is down or not responding and cannot be stabilized or restarted ***</li> <li>• SQL database failure. ***</li> </ul> <p><b>* Backups</b></p> <p>To qualify for this service level agreement (SLA), a daily backup of the following is required:</p> <ul style="list-style-type: none"> <li>• Virtual machines using Azure backup service (additional cost)</li> <li>• SQL database using Azure Blob service (additional cost)</li> </ul> <p><b>** High Availability and Disaster Recovery for Virtual Machine</b></p> <p>To qualify for this SLA, virtual machines must have two or more instances deployed in the same Azure Availability Set (additional cost)</p> <p>Boundaries and Exclusions: Up-time for virtual machines hosted on Azure is based on the <a href="#">Microsoft Azure SLA</a>. The Virtual Machines up-time metric does not apply to performance issues caused by the following:</p> <ul style="list-style-type: none"> <li>• Overall Internet congestion, slowdown, or unavailability</li> <li>• Unavailability of generic Internet services (e.g. DNS servers) due to virus or hacker attacks</li> <li>• <i>Force majeure</i> events</li> <li>• Actions or inaction by the Customer, or third parties beyond the control of Intlock, excepting those following direct instruction from Intlock.</li> <li>• A result of Customer equipment or third-party computer hardware, software, or network infrastructure not within the sole control of Intlock</li> <li>• Scheduled application upgrades and patches that occur approximately five times per year may require downtime in addition to the scheduled maintenance. The downtime will be scheduled in advance and coordinated with the Customer.</li> </ul> <p><b>*** High Availability and Disaster Recovery for SQL Database</b></p> <p>To qualify for this SLA, configuring <a href="#">SQL Server high availability and disaster recovery (HADR)</a> solutions is required (additional cost).</p> <p>May not be used in the case of a new installation process, on a test server or platform, or where no production users are on the system.</p>
<p>Severity 2</p>	<p><b>Major Functionality</b> Major functionality is severely impaired. Matches any of the following criteria:</p> <ul style="list-style-type: none"> <li>• Service operation failure, including the portal tree update service and usage data processing.</li> <li>• Your business operations have been severely disrupted.</li> <li>• CardioLog functions are obviously not working properly.</li> </ul> <p>May not be used in case a temporary workaround is available or if it affects a single or relatively small subset of users.</p>

Severity 3	<p><b>Minor Functionality</b> Minor functionality not working. Partial, non-critical loss of functionality of the software or general usage questions. Matches any of the following criteria:</p> <ul style="list-style-type: none"> <li>• Impaired operations of some components, including creating and viewing reports, that does not stop users from continuing to use the software.</li> <li>• Cosmetic issues, including feedback on the documentation.</li> <li>• General configuration or use questions.</li> <li>• Upgrade, major change, and migration notifications.</li> <li>• Enhancement requests.</li> <li>• Trial edition customers.</li> </ul>
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## Response Times

Support Area	Support Method	Response Time
Severity 1	Remote	1 business day
Severity 1	On-site	3 business days
Severity 2	Remote	3 business days
Severity 2	On-site	10 business days
Severity 3	Remote	4 business days
Severity 3	On-site	10 business days

**Note:** The target "response" time should not be confused with a "resolution" time. Resolution for a complex technical problem may require significantly more time than the targets set for response. The response targets are based on when the case has been submitted.

## Support Case Method

Advantage, Premium and Elite Support Packages comes with unlimited support cases. A case is the ability to contact Intlock support directly for technical assistance. Your Support Package determines the method type (e.g. web support or phone), and how many environments are covered.

- **Remote** - Phone, email or desktop sharing
- **On-site** - Requires a technical consultant to arrive at the site

## Support Case Process

Intlock is committed to resolving customer problems quickly and professionally. You can expect when you contact Intlock support:

- Every product request will be logged into the support system and is be accessible to all technical support team members.
- The technical support team assigns case priority based, in part, on the [severity level](#) that has been indicated.
- After reasonable troubleshooting, an unresolved case will be escalated directly to the engineering department for full resolution.

**Note:** Enhancement and bug requests also funnel in through the same ticketing process. Typical resolution for enhancements will be bugs filed with Engineering who will work with the Support team to provide target release dates. You can always check enhancement and bug statuses by viewing our [product roadmap](#).

## Third Party Components

Intlock supports merely products and/or solutions within third party vendor's Mainstream Support policy, including but not limited to Windows (OS), Windows Server, SQL Server databases, SharePoint, browsers, etc. Intlock support for products and/or solutions under third party vendor's Extended Support policy, might requires further efforts based on professional services, which will be priced separately by Intlock upon Client's request. Intlock at its sole discretion might not provide any support services whatsoever to any third party vendor products and/or solutions that are not being included under third party vendor's Mainstream or Extended Support policies.

## Courtesy Support Benefits - CardioLog Product Offering

As part of the CardioLog yearly support and maintenance service level agreements for all tiers, Intlock provides its loyal customers with a complimentary [Voice of Customer](#) tool. As long as your yearly CardioLog support agreement is active and renewed, then the Voice of Customer will be available for you as a complimentary license. Intlock will provide support and maintenance for this solution at no additional cost according to your existing active CardioLog service level agreement.

## Training Program

Intlock offers a variety of training sessions and resources for end users and administrators. This training is devised to deliver the highest level of marketing and technical competency for our [CardioLog Analytics](#) and [SharePoint Marketing Suite](#) solutions, tailored for our customers and authorized partners. It will also provide an in-depth understanding of how to effectively install, configure, utilize and troubleshoot the various product modules.

This training program introduces the most effective way of commissioning Intlock's products, and their related components, to the organization's stakeholders and administrators. Intlock's training program is presented by qualified product instructors who will review all of the functions of our products, as well as provide practical industry tips, and personal practice sessions.

For further information about Intlock's training offering, please refer to our detailed [training program](#).

## Migration and Re-Installation Packages

A migration and re-installation support package can be purchased for a fee of \$1,500 per environment.

This package includes:

- A single re-installation of the product software and database, or
- A single migration of the product software and/or database

## Professional Services Pricing

Price per day of complete professional services - \$1,500.

Intlock reserves the right to use parts or all development projects, such as new features, components, modules, and other professional services for any purpose Intlock sees fit.