

Vitæ Support Options

At Vitæ we are committed to the belief that, in the face of constantly changing operating environments and evolving technology, only well supported systems can offer the best user experience and make the most profitable contribution. Consequently, we take great pride in not only the quality of our Vitæ Support Services but strive to offer a matrix of Category and Level options to ensure 'best fit' to both your needs and budget.

These are summarised here then detailed below:-

Categories of Support are:-	Optional Levels of Support are:-
<ul style="list-style-type: none"> * <i>Upgrade</i> * <i>Telephone</i> * <i>On-Line</i> * <i>Pre-emptive(Optional)</i> * <i>Call-Out(Optional)</i> * <i>Custom(Optional)</i> 	<ul style="list-style-type: none"> * <i>Standard(Default)</i> * <i>Extended Hours</i> * <i>Weekend Working</i> * <i>Extended Weekend Working</i> * <i>Custom</i>

Categories of Support Services

The *Categories* of Support Services operate during the arranged hours of service and within the response times offered by your chosen Level of Support. They are described as follows:-

Upgrade Support

As new minor versions of Vitæ are published, then on receipt of your request we'll arrange to either upgrade or replace your previous versions. Additionally, as new major versions of Vitæ are published, these will be made available to Upgrade Support clients at not more than 20% of the standard Licence price.

Telephone Support

We'll provide specialist assistance and advice relating to the operation and use of your Vitæ system and also provide investigation, diagnosis, workaround and correction advice on reported issues. These response will be delivered by telephone; email; facsimile; web forum or any other appropriately rapid means of communication .

On-Line Support

We'll provide investigative and diagnostic activity and, where practicable (and so authorised by yourselves), correction to discovered issues, on-line from our systems to yours via a private or public data network.

Pre-Emptive Support

This is a much more pro-active form of Support which looks not only at your Vitæ software, how you're using it, and your data, , but also looks at how you might get better returns from the rest of your infrastructure.

We'll provide quarterly UK site visits by appropriately qualified personnel for the purposes of conducting a Business Analysis and System Health-Check covering both the business use and hardware contexts in which your Vitæ system operates. Subsequently a detailed written assessment will be provided to include any recommendations on the setup and configuration of your Vitæ system; any related applications (e.g your Operating system; MS Outlook; MS Office; back office and accounting; etc) your hardware and setups; system operation and use; data issues; process automation options

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and business process changes or streamlining; user or administrator training issues; or any other factors which affect the optimal use and return on investment for the Client.

These checks involve no changes to anything! A detailed written report will be provided to the Client summarising all findings and recommendations for you to choose action where and when appropriate.

Such visits will be by prior arrangement with the Client. In the case of multiple site installations, the Client is free to select which sites will be so reviewed.

Call-Out Support

Pre-purchased Consultancy days primarily offered to cover those circumstances where Client-specific or Site-specific issues exist (e.g. where client-specific integration between Vitæ and other applications has been implemented; or where there are unusual data-related or other considerations)

At your request, we'll provide on-site investigative and diagnostic activity and, where practicable (and so authorised by yourselves), correction to discovered issues at your premises.

Custom Support

Specialised Support requirements (e.g. Onsite HelpDesk) can normally be accommodated by separate agreement in writing between the parties.

Levels of Support Services

The Level/s of Support selected govern the hours of service during which support will be available. The response period, shown in hours, for each grade of incident is also shown.

These are defined as follows:-

Support Level	Description	A	B	C	D
Standard (Normal Business Hours)	9.00 : 17.30; Mon : Fri; exc.Stat.Hols.	2	7	35	140
Extended Hours	8.00 : 20.00; Mon : Fri; exc.Stat.Hols.	2	7	35	140
Weekend Working	9.00 : 17.30; Sat : Sun; exc.Stat.Hols.	2	7	35	140
Extended Weekend Working	8.00 : 20.00; Sat : Sun; exc.Stat.Hols.	2	7	35	140

Other levels of Support are available by separate arrangement.

A matrix of options to ensure a perfect fit, whatever your needs.

For further information contact your Vitæ account manager or <mailto:sales@srmvitae.com>.