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1. Support

1.1. Summary

EBMS is committed to living up to its reputation of outstanding service to customers, ensuring that its customers can maximise the benefits of using their Nimblex software.

As a licensee of Nimblex, you are entitled to access our support services.

1.2. Terminology

This short glossary defines terms used throughout this guide.

Term	Definition
SUM	The EBMS Support, Upgrade Protection and Maintenance Program.
SLA	A service level agreement (SLA) is a contract between the client and EBMS that defines expected service levels. SLAs are output-based in that their purpose is specifically to define what the customer will receive. I.e. for a Level 1 priority incident we will respond within 4 business hours. An SLA may include a retainer component.
Hosting Fees	When operating in a Private Cloud environment, the cost of infrastructure is passed on to you as 'Hosting Fees'. This is distinct from Licensing.
License Fees	When operating in a Private Cloud environment, this fee gives you the right to use Nimblex under terms specified in your agreement.
SaaS Subscription	Public Cloud systems operate on a single pure SaaS subscription fee model which covers both hosting and licensing.

1.3. Models

You may choose one of the three available Support models:

1. SUM
2. Ad-Hoc
3. Block Hours

We recommend SUM as it typically turns out cheaper and easier in the long run. Some clients choose not to have a support agreement (Ad-Hoc) and therefore request support on an ad-hoc, individually charged basis.

1.3.1. SUM Program

The SUM program is an annual subscription-based program that is inclusive of updates, upgrades and bug-fixes to your solution.

SUM includes:

Support – refers to a range of services provided by EBMS which assists customers in ensuring that their system performs to their expectations. This includes change requests, additional functionalities, which were not included in the original product scope or reflected in the Functional Requirements. SUM hours are for small changes or issues (Generally limited to 2 hours of work).

Upgrade Protection - Entitles the Customer to product version updates and upgrades free of charge providing your SUM is not in arrears. Costs will be incurred however if EBMS is not able to perform the upgrade remotely.

Maintenance – Any support activity that falls outside your configured solution. This may include: Troubleshooting issues with IT, assisting with database restores, investigating performance, system environment replication (PROD to TEST), issues with integration (where applicable), issues with server (where applicable).

In the event of the Customer exceeding their SUM hours, additional hours will be billed at our standard support rate. SUM hours will be reported on a monthly base and the Customer will be notified via email.

When you are approaching the limit of your SUM hours of technical support, EBMS will contact the customer to discuss how they wish to proceed with the ongoing support. Either to purchase more hours to cover until the end of the year, use of pre-paid Block hours if they exist or to proceed on a time and material rate for the remainder of the year.

What can I use SUM for?

- Feature / functionality queries (< 30 min time slots)
- Assistance with product functionality and 'how to' questions
- Minor Service Requests (< 2 hours)
 - Assistance with problems caused by faults in the client's internal systems, including hardware, software, network etc.
 - Small configuration requests including:
 - Tick boxes,
 - Label replacements, and
 - Small report formatting changes
- Infrastructure related requests such as providing additional backups or database restorations (cloud)
- Minor data upload and entry requests

The intention of these limits is to avoid using up your entire SUM budget for a small number of requests. The goal is for you to have support for an entire year from your budget.

1.3.2. Ad-Hoc Support

Normal ad-hoc support will be individually assessed and quoted as needed.

1.3.3. Pre-Paid Block Hours

You may purchase blocks of pre-paid support hours ahead of time. This will lock in the current rate (i.e. avoiding indexation) and give you a modest discount. You may add these blocks in addition to making use of SUM or ad-hoc support.

If you intend to purchase hours that will bring your pool above 50 hours, you must allocate the additional hours at purchase towards a specific project. This is intended to limit EBMS' ongoing liabilities, and possible disappointment as the full amount may not be refunded. In the unlikely event of a contract being terminated or not renewed, unused hours at the end of the contract will be repaid to the Customer to a maximum value of \$10,000 exclusive of GST.

The process for the use of pre-paid Block hours is in accordance with the standard support process, severity levels and response times outlined in this document. This is regardless of whether the support request is for an incident, small change, enhancement or project.

Note that when calling on your hours, we will make reasonable efforts to complete your works promptly, but for large quantities you should expect to need to spend them over a longer period or with a ramp up time.

2. Will I be Charged?

All time spent by EBMS staff in providing support services is billable, with some specific itemised exceptions below.

Note that for low activity clients we will generally not look to charge for works under 30 minutes of effort, and will inform you of costs before incurring them.

The following scenarios are the only exceptions to this, and in these instances, you will not be charged:

#	Category	Detail
1	Reasonable initial investigation time (First hour of investigation)	<p>This is the time spent to determine what category your support ticket will fall into. Assessment of 'what is reasonable' will vary. Hence the first hour of investigation is free of charge. Within this time if we haven't reached at a solution, following steps will be followed</p> <ul style="list-style-type: none"> • A rough timeline on how much more time is required for investigation will be informed to the client. • Only if client approves, this ticket will be reopened and worked on. • If the client approves, rest of the investigation will be done and client will be informed about the result of investigation and hours spent. An invoice will be send to client if no further action is required. • If it leads to a change request, will ask client whether investigation hours to be invoiced separately or included in the change request.

#	Category	Detail
2	Nimblex Platform Software Bug	<p>License-holders of Nimblex are entitled to any and all bugfixes to the Nimblex platform software.</p> <p>This is the common underlying application that sits under all Nimblex solutions - and does not include configuration specific to your solution.</p> <p><u>Example:</u> If there is a platform bug and all our clients are unable to login, see their toolbars, etc.</p> <p>Note that for environments that require an atypically large amount of effort for deployment (E.g. on-site deployments, burdensome change procedures), the deployment will incur a charge. You will be informed in advance.</p> <p>Only currently supported versions of Nimblex are patched.</p>
3	Solution Defects while under Warranty	<p>Any part of a system that is not implemented according to the specification is a defect. During your warranty period (normally 3 months) any defects you find will be fixed free of charge. There will be grey areas where the specification has nothing to say, which are not covered under warranty.</p> <p>EBMS may suggest this category of exception to you when we reasonably think that it would apply, however it is important to remember that not all of our staff are involved in every change so we will not always know. We strongly recommend you provide a FS reference, or CR reference with your request to save effort on all sides.</p>

Remember that you can have your support request billed to:

- SUM Program (Limited to small requests)
- Block hours
- Ad-hoc invoices

Therefore not all chargeable activity will result in an immediate invoice.

For a more detailed breakdown of the different request types and chargeability please refer to Appendix A – Categorisation of Request and Appendix B – Chargeability Matrix

3. Service Levels

EBMS support is available during Melbourne business hours (Victoria Australia).

This table provides our standard target service levels. Note that these can be altered for additional costs in an individual SLA with EBMS.

	Severity	Definition	Target Response Time	Target Resolution Time
1	Critical	Critical issues in production system affecting large proportion of users, including full system unavailability. e.g. No users able to login to system. System not loading.	4 Hours	1 Business Day
2	Major	Major functionality is impacted, or significant performance degradation is experienced. No reasonable workaround is available. e.g. On login taken to an error page, users have to manually navigate to required eForms.	6 Hours	2 Business Days
3	Minor	Minor issues affecting some users, no broad reaching impact, and workarounds may be available. e.g. An error message is popping up in the bottom right corner, however normal functionality doesn't appear impacted.	10 Hours	5 Business Days
4	Enhancement	Request for change to the system. e.g. Additional data entry fields. New system functionality.	24 Hours	Case by case basis

Definitions:

Target Response Time is the time between lodging a request and receiving a first reply.

Target Resolution Time is the time taken to resolve your issue or implement a viable workaround.

Relevance:

These service levels only apply to systems running a **currently supported version** of Nimblex. Nimblex defines this as only the current release and one prior release (eg 6.0 and 6.1). Nimblex versions that fall out of the current 2 supported versions fall outside of standard support and may require an update to be able to be supported by the team.

3.1. Maintenance Windows

EBMS requires maintenance windows to ensure the smooth management and operations of your Nimblex application.

3.1.1. Scheduled Windows

For all EBMS hosted systems on a Public and Private Cloud solution the following maintenance windows apply. During these periods systems may be inaccessible. Patches generally take only a few minutes to be deployed. However, these windows are open for 2 hours.

- Weekly on Thursday at 9pm Melbourne, Australia Time. This is for Nimblex patching and updates.
- Weekly on Saturday at 2am Melbourne, Australia Time. This is for server maintenance and patching.

3.1.2. Ad-Hoc Windows

Sometimes a critical patch is required to be deployed due to security or stability issues. During these windows, your primary contacts will be emailed ahead of time to alert of the outage window. Any extensions required will also be communicated.

Self-hosted clients, windows will be agreed to with the Support Team for any work required, however server patching remains the responsibility of the client.

3.2. Nimblex Version Upgrades

From time-to-time Nimblex will release new versions of the platform. Supported versions are only the current release and one prior release (e.g. 6.0 and 6.1). Nimblex versions that fall out of the current 2 supported versions fall outside of the Nimblex security patching and Maintenance obligations and may introduce vulnerabilities to your system.

As such, the following processes for upgrades will be followed based on your environment.

3.2.1. Nimblex Public Cloud

As part of our continuous deployment process, public cloud users will always be on the latest stable release of the Nimblex Platform. Updates when available will be deployed on a Thursday evening after 9pm in the above Maintenance window.

3.2.2. Nimblex Private Cloud

Nimblex private clouds are being migrated to our continuous deployment process. They will be provided the latest updates 2 weeks from the release to the public cloud. Updates when available will be deployed on a Thursday evening after 9pm in the above Maintenance window.

Note: Historically, Private clouds were managed the same as a self-hosted client, as many systems had large delays on updates, they were falling out of support and causing unnecessary delays in security and feature patching. With Nimblex 6 and the move to continuous deployment, Nimblex can now automatically roll out updates to Private Cloud clients as part of the schedule and mitigates the risk of private clouds falling out of support.

3.2.3. Self-Hosted Installs

Clients will be notified by Nimblex that a new version of the software is available. It is the client's responsibility to work through change management processes to ensure it can be delivered before their current version falls out of support.

We recommend self-hosted installs prioritise updates as they are made available to ensure their system is fully patched and supported, or alternatively speak to your Account Manager about a migration to our cloud.

4. Contacting Support

4.1. Who can Call?

Your Nimblex administrators are entitled to lodge requests with EBMS support. Generally, changes will not be implemented without the approval of your primary contact person. This person must ensure that any internal Change Management or Governance procedures have been followed.

The Customer must inform their EBMS account manager of any changes to key contact personnel.

4.2. Before you Call

Before the Customer contacts Technical Support, they should troubleshoot their issue by following the steps in the pre-call checklist:

- Review self-help material. See the Nimblex Support website: <http://nimblex.help/>. From your Solution, you can click on the “?” to access the online Support website. This website contains how-to information for users, administrators and system builders for Nimblex
- Try and make the same thing happen a second or third time

4.3. What do we need from you?

When you log a support request, please have this information ready:

- A link to the specific record in question or if not applicable, to the system
- The username of the user that experienced the problem
- The exact steps to follow to make the problem happen for us (its hard to emphasise enough how important this is)
- Screenshots of the problem/error with annotations or descriptions
- Can you replicate the issue or was it a once off?
- Has there been any recent changes to the system?
- Which web browser are you using?

4.4. How to Contact Us

Use any of the methods below to contact the Support Team to raise a request. Please provide all the required information.

During EBMS office closure periods (typically 7 business days around the end of the calendar year) EBMS will only service critical support requests.

For all urgent requests (Severity 1: Critical) please follow up your email/web submission with a call to ensure it is actioned as soon as possible.

Service	How?	Availability
Online Service Desk	Login to https://support.nimblex.help (for more information refer Appendix C – Freshdesk) or email support@ebms.com.au	Available 24 hours a day 7 days a week Monitored 9:00AM-5:00PM Monday – Friday AEST/AEDT excluding Melbourne Public Holidays.
Web	Press help within your Nimblex system. (access to User Community, Knowledgebase & University)	Available 24 hours a day 7 days a week Actively Monitored 9:00AM-5:00PM Monday – Friday AEST/AEDT
Telephone (Recommended for Urgent Requests)	Call us on 1300 721 159 and ask for SUPPORT	Monitored 9:00AM-5:00PM Monday – Friday AEST/AEDT
On-site Assistance	Upon request (you may email support@ebms.com.au)	Negotiated on a case by case basis

4.5. Remote Access

From time to time it may be necessary for EBMS to access your system remotely to resolve or investigate a support request. The support team will work with you to enable remote access. If you have any concerns about providing access, please discuss this with your Account Manager. EBMS Normally uses Zoom and has access to Microsoft Teams if needed.

5. What happens after you log a Support Request?

This section describes the support process after EBMS receive a request:

- The Support Team will classify the request to flag Priority, Target Response Time and Target Resolution Time
- The Support Team will respond to the request within the agreed service response times. They will provide the following initial information:
 - A Support Ticket reference number.
 - Confirm Classification of the support requests (issue type, severity level and projected response times).
 - Provide an initial response that may include acknowledgment of receipt of the issue, a resolution, or a request for more information.
 - Request for more Information where a support request does not contain adequate information to begin investigating the issues. The Support team will advise of the additional information that is required and will change the status to the Ticket to Awaiting Customer response.
- The Support Team will conduct an investigation, using the following process to help us to understand the problem:
 - We spend time reading, interpreting and understanding your request.
 - We check how it is currently functioning in the system.
 - We try and replicate the reported issue.
 - We then review our documentation (i.e. the functional specification) and recent CRs to see if the configuration matches the specified requirements.
 - We review past tickets and documents for indications as to why this is happening
 - We discuss the issue internally with our Tech Team to validate understanding and to ensure it is consistent with historic knowledge of the system.

The above is time-consuming, although the fix itself may only take a few minutes. When a system changes over time, the cause of an issue can become increasingly muddled. For both of these reasons, fixing (configuration) bugs that were reported after the Warranty period is a billable activity. As such we will limit the initial investigation time as per the above definition.

- Closing a Support Ticket: EBMS will always notify the Customer when a ticket is resolved. A ticket will be closed when:
 - A satisfactory resolution has been provided
 - Information has been provided that the Issue will be resolved in a future release or upgrade
 - The request cannot be completed due to circumstances beyond our control
 - The issue relates to unsupported Customer Configurations
 - We haven't received a response to the issue from the Customer for over 10 consecutive business days. Any effort taken by EBMS to accomplish the requirements will be billable and charges will only be applied upon written approval from the Customer. The ticket can be re-opened at the request of the Customer, or a new support issue can be logged and attended. EBMS will provide the Customer with notice where they intend to close an unresolved job before closing it.
 - Both EBMS and the Customer agree to close an unresolved job
 - The Customer requests for the job to be closed. Where an unresolved ticket is no longer required, the Customer must endeavour to advise EBMS of this as soon as possible.
 - If the resolution EBMS provided is not satisfactory, the Customer can re-open the support ticket within five business days.

6. Escalating your Issue

We want to ensure that you are satisfied with our customer service and provide you with the following escalation process to ensure your issue receive the correct level of attention.

Before you escalate, please:

- Review your request and ensure that you've provided us with all the required information
- Talk or email your EBMS Support Team member to discuss your frustrations
- Ensure you describe the impact to your business and expected timeframes; this will ensure that we provide the correct priority level

In the first instance, you can contact the EBMS Support Team member who contacted you. If this isn't satisfactory, you can contact your local EBMS Account Manager who will liaise with the Support Team to address or resolve your request.

7. Appendices

7.1. Appendix A – Categorisation of Request

This table provides broad categories that your issue may fall into. It does not specify chargeability.

Support request Type	Description
Solution Configuration Bug	You are receiving an error message, or something is operating differently from your Solution specification.
Nimblex Platform Bug	Problems in the underlying platform software. These cannot be fixed by configuration changes and require a software update.
Change Request	<p>Any change to the configuration of your Nimblex solution.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Adding, changing, deleting of forms • Adding controls, moving controls, cosmetic changes, changing label text • Adding users, groups, relationships • Implementing integration with another system <p>Discuss Change Requests with your local Account Manager or email support@ebms.com.au. Outside of a pre-approval arrangement for any changes requested we will write up a Change Request document, and an accompanying quotation.</p> <p>Subject to reasonable limits, there is generally no cost for writing up the Change Request. Once this document is agreed and approved, it will serve as the specification for your changes that is also your reference for Warranty claims.</p> <p>Anything not clearly specified will be considered extra and quoted separately.</p> <p>Often a change to one form may affect another: E.g. a dashboard pointing to that form. We will attempt to warn you upfront that this is the case, but we often rely on our customers making sure that they consult system owners before asking us to make a change.</p>
Customer Support (Question/Clarification)	<p>How-to type questions. For example, basic questions that we can answer from our documentation, from past emails, or from simple inspection of the system.</p> <ul style="list-style-type: none"> • Billing and Account Management questions • License or Hosting questions • Customer Support Program questions • Technical question related to the system functionality
Technical Support	<p>Any kind of task request that is not covered in the other issue types. This could be:</p> <ul style="list-style-type: none"> • Investigating how something works • Maintenance, upgrade or security issue • Any kind of issue/bug/request relating to Nimblex Platform upgrades and security patches
Training	Any request for additional User, Admin or Configurator Training

Support request Type	Description
Data Fix	Any task related to data such as <ul style="list-style-type: none"> • Transforming data • Migrating data from one place to another • Performing a bulk upload of updates to records • Exporting data once off for a user
Maintenance	Any support activity that falls outside your configured solution, e.g.: <ul style="list-style-type: none"> • Troubleshooting issues with IT • Assisting with database restores • Investigating performance • System environment replication (PROD to TEST) • Issues with integration (where applicable) • Issues with server (where applicable)
New Feature Request	Request from the customer that will require changes to the underlying platform software to achieve.

7.2. Appendix B – Chargeability Matrix

This matrix is a guide to how the cost of your request will be managed. If there is any discrepancy with Section 2 Will I be Charged? – that section (Section 2) will take priority.

Support request example	Solution still covered by three-month Warranty	Support under SUM Program	Additional Block Support Hours	No/expired SUM (billable at base rate)
Solution Configuration Bug	Non-billable	Billable to SUM	Subtracted from available prepaid block	Billable*
Nimblex Platform Bug*	Non-Billable	Non-Billable	Non-Billable	Non-Billable
Change request	Billable	Billable – generally not SUM applicable	Billable to Block Hours	Billable
Customer support (Question/Clarification)	Non-billable (Up to reasonable limits)	Billable to SUM	Billable to Block Hours	Billable
Technical Support (not relating to issues or bugs)	Billable	Billable to SUM	Billable to Block Hours	Billable
Training	Billable (Except where included in your existing project)	Billable to SUM	Billable to Block Hours	Billable

Support request example	Solution still covered by three-month Warranty	Support under SUM Program	Additional Block Support Hours	No/expired SUM (billable at base rate)
Data Fix	Billable	Billable to SUM	Billable to Block Hours	Billable
Maintenance	Non-billable (Up to reasonable limits)	Billable to SUM	Billable to Block Hours	Billable
New Feature Request	Non-billable (Up to reasonable limits)	Billable to SUM	Billable to Block Hours	Billable

Please note:

- Note (*) – As part of an active Nimblex license you are entitled to all bug fixes. On-premise systems where you wish us to deploy the bug fix to your server for you may incur a fee.
- Solution Bug/Errors – during UAT we expect our Customers to test the solution and report any bugs/errors. Charges may apply for untested solutions. Charges will apply for errors caused by customer-side or unauthorised configurations.

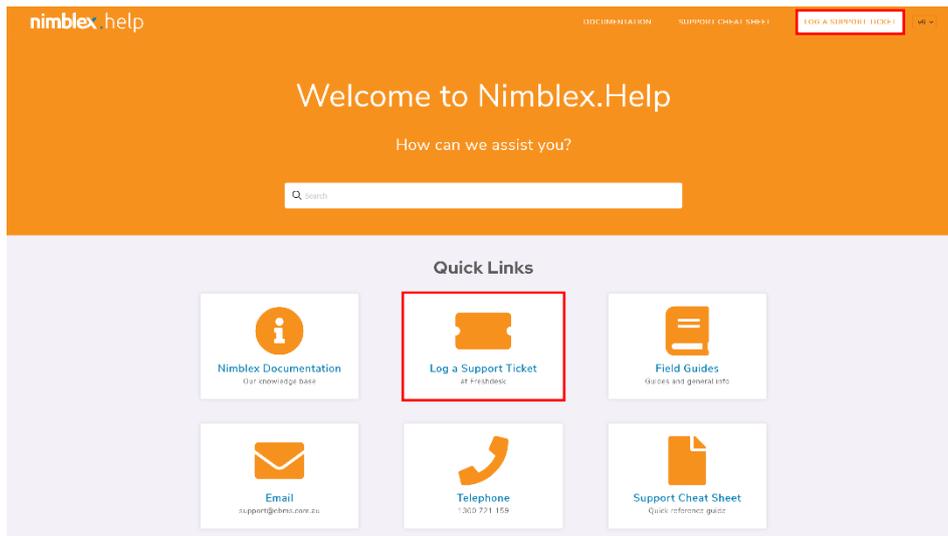
7.3. Appendix C – Freshdesk

Freshdesk is the support ticketing software used in EBMS. This system can be accessed at this url: <https://support.nimblex.help>.

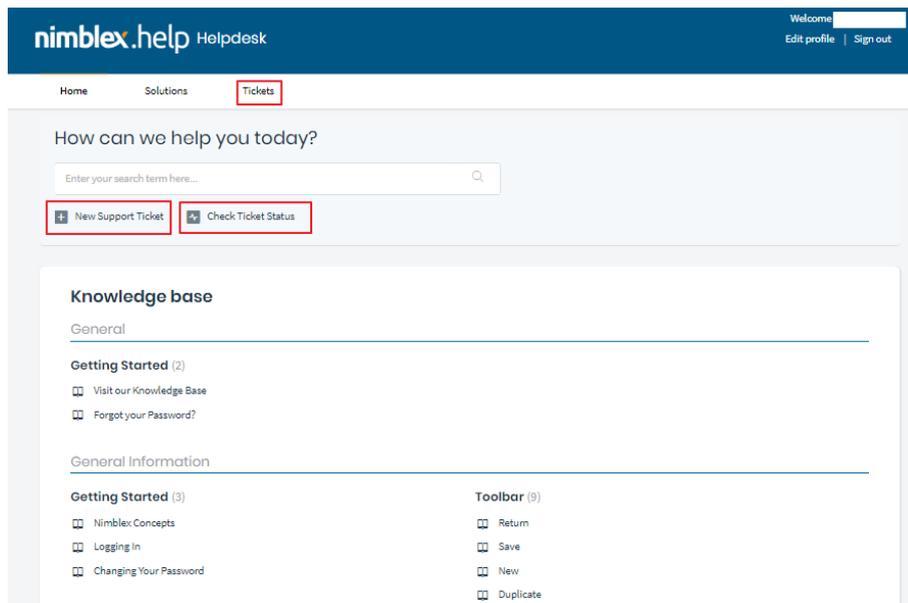
Around the date of release of your new system into production, we will have a conversation about who will be your system administrators, and will need to be added to Freshdesk.

Once added: each will receive a user activation email from Freshdesk. After activating your account, you can login at any time to log tickets and review those in progress.

You will also find a link to Freshdesk on our wiki <https://nimblex.help>, shown below:



Once logged in, user will be taken to the client portal, where you can see the tickets logged with EBMS, current status of tickets and can raise a new ticket.





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