



ArkCase Technical Support Guide and Definitions

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Table of Contents

Support Tier Definition	3
Support Hours.....	4
Support Contact.....	4
Patch Installers and Hot Fixes	4
Issue Priority and Escalation	5
Additional Support Resources & Links.....	6

Support Tier Definition

The following table provides a high-level overview of what is included with each of the technical support packages.

Support Packages	Severity	Response Time	24x7	Annual Health Check & Tuning	Customer Advisory Candidate
Gold	1	4 Business Hours			
	2	4 Business Hours			
	3	4 Business Hours			
Platinum	1	2 Business Hours			
	2	2 Business Hours	√	√	√
	3	2 Business Hours			

Here are the severity definitions that ArkCase Support uses when prioritizing and working on your issue.

Severity	Definition
1 - Production System Down	<p>A Severity One issue indicates the production system is completely shut down or system operations or mission-critical applications are down. A Severity One issue includes an application that is in final testing, facing a critical Production Use go-live time frame or the entire development efforts are blocked. ArkCase Support promptly initiates the following procedures:</p> <ul style="list-style-type: none"> • Assigns specialist(s) to correct the error on an expedited basis. • Provides ongoing communication on the status. • Begins to provide a temporary workaround or fix. <p>The assumption is that customer resources are available during the contractual service hours, as necessary, to collaborate on a workaround or fix.</p>
2 - Major Impact	<p>A Severity Two issue indicates the production system is functioning but severely impacted with limited capabilities, or is unstable with major periodic interruptions, or mission critical applications, while not being affected, have experienced material system interruptions. A Severity Two issue may also indicate there is a time sensitive question impacting performance or deliverables, or a major subsystem under development is blocked. ArkCase Support assigns a specialist, and provides additional, escalated procedures as determined necessary by ArkCase Support Services staff. ArkCase exercises commercially reasonable efforts to provide a workaround or include a fix for the Severity Two issue in the next release.</p>

3 - Minor Impact	A Severity Three issue indicates the production system is still functioning, but capabilities are moderately impacted, or the system is unstable with minor periodic interruptions or a minor loss of product functionality. A Severity Three issue can also indicate there are errors in system development that may be impacting performance deliverables. There is a medium-to-low impact on your business, but your business continues to function, including by using a procedural workaround.
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Support Hours

Our support centers are open to support all of our customer's local business hours from 8:30am to 5:30pm, Monday thru Friday. Platinum support packages are available for customers requiring 24 x 7 support.

Support Contact

Partners will take first level support and can subsequently contact ArkCase support to receive second/third level support. Authorized partner contacts can receive help by using the following methods:

- 1) Web site: <https://support.arkcase.com/>
- 2) Email: support@ArkCase.com
- 3) Phone: +1.844.424.8115

When contacting support, please be prepared to provide the following information:

- Version of ArkCase
- Operating system, database, application server, and browser version
- Cloud or on-premise
- Detail of the issue
- Issue start date/time
- Any changes made around this time
- Issue impact
- Any troubleshooting steps taken
- Any supporting evidence, such as log files or on-screen messages

Patch Installers and Hot Fixes

Some issues are so urgent that it is not possible to wait for the issue to be resolved in a future service pack. For these situations there may be an option of a hotfix. Be aware that some subscription levels have a higher entitlement to make hotfix requests than others. For example, platinum support customers have automatic entitlement to make hotfix requests. In other cases, ArkCase Support and Product Management will make the ultimate decision to make a hotfix based on customer's significant financial or operational impact.

For all requests, it is imperative that a business case is described to support specialist handling the request, whereby the criticality is clear. You must explore and exhaust all possible workarounds, code changes, and back ports with the support specialist assigned to your case before requesting the hotfix.

In exceptional circumstances, if there is a high degree of confidence that the identified fix does not have unwanted side effects, and that it is feasible for the development team to complete, a request can be made to development for a hotfix.

Issue Priority and Escalation

Occasionally, an issue requires a faster response, more attention, and a deeper understanding of the impact on your business.

1. Verify the Severity of your case is correct

The first step is to verify the current severity level of your support case in our system and ensure that it matches the priority level for you.

2. Contact the Support Team

Once you have verified the correct severity, contact the Support Specialist working on your support case and request to adjust the Severity, if applicable. The business case should include any financial implication as well as the impact for users. Your Support Specialist is responsible for the escalation and involve others as required.

Participation is a critical aspect of our ability to resolve escalated issues quickly and effectively. Therefore, the Support team may request reasonable assistance from you during the resolution of an issue. Your role includes identifying a key technical contact and making sure that at least one individual is available for the duration of any Severity One issue.

The Support Management team may assign a single point of contact to you for the duration of the case investigation. This point of contact will be your advocate within the ArkCase Support department and will ensure the appropriate people are engaged at all times.

For Most Serious Issues

For the most serious issues, the Support Manager will be engaged. Examples are:

- Server down
- Server upgrade at risk
- A halted deployment

All of these scenarios should also have an element of a significant business risk.

The Support Manager is responsible for ensuring the shortest possible resolution time through engaging the appropriate team members and communicating the agreed action plans to the



stakeholders from any of the personnel involved. They will proactively engage the senior executives, as appropriate; to improve customer relationships and demonstrate ArkCase's commitment to the customer at the highest levels.

Additional Support Resources & Links

- ArkCase Support Portal – <https://support.arkcase.com>
- ArkCase User Guide – <https://support.arkcase.com/hc/en-us/categories/115000495408-Documentation>
- ArkCase Developer Support – <https://support.arkcase.com/hc/en-us/categories/115000495428-Developers>
- ArkCase Product Lifecycle Policy – <https://support.arkcase.com/hc/en-us/sections/360003837891-Product-Lifecycle-Policy>
- ArkCase Training – <https://www.arkcase.com/services/training/>
- ArkCase Blog – <https://www.arkcase.com/blog/>
- ArkCase Open Source – <https://www.arkcase.com/arkcase-open-source-case-management-platform/>