

TECHNICAL SUPPORT POLICY FOR ACCENTURE HCM SOFTWARE AND ERP CLOUD TOOLS

General

Technical Support is helping the Client make the Software run as documented. This includes operational problem resolution when things do not work as documented and helping the Client use what is in the documentation to operate a particular function by expanding on what is documented and giving an example of how to do it. This precludes that type of assistance that requires intimate knowledge of Client's particular data set, objectives, or non-Software related restrictions.

Client Obligations

Client shall appoint among the authorized users a primary contact and up to three (3) secondary contacts who will be entitled to enter support requests on behalf of Client with Technical Support which details shall be provided by Accenture to Client. The name and email address of these contacts will be provided to Accenture.

Service Definition

Accenture will use its commercially reasonable efforts to correct any reproducible errors in the Software notified in reasonable detail to it by Client, which prevents the Software from functioning substantially in accordance with the functional specification for the Software. Accenture cannot guarantee that corrections will be provided within any specific time scale but where Accenture estimates that any correction will take more than five (5) working days it will, where reasonably practicable, provide a workaround or patch or provide other software with similar functionality.

Accenture shall only provide technical support to the extent that the Software is run on platforms officially supported by SAP or SuccessFactors.

Technical Support may take the form of support via email, phone or an online web-based support portal. Requests for support must be logged by Client with Technical Support via the channels as defined in this document.

Service Channel and Service Hours

Service Channel	Service Hours	Description
Support Portal	24 x 7	Self-service portal for creating, updating and displaying support cases and communicating, exchanging information with the support team. Responses are provided during incident management service times listed below. Portal for downloading the latest versions and patches and requesting license keys for software activation.
Toll-Free Phone Numbers	24x7	Voicemail may be submitted 24x7. Responses or live telephone contact is provided during incident management service times listed below Phone: +800 00 732 276 (Germany, Austria, Switzerland, Belgium, France, Italy, the Netherlands, Poland, Great Britain) +1 888 857 4659 (USA and Canada)

Incident Management	21 x 5 – On working days (Mon - Fri) * 01:00 AM – 10:00 PM – UTC (Summer) 01:00 AM – 10:00 PM – UTC+1 (Winter)	Picking up, processing and resolving incidents according to response targets mentioned above
Real-time support via web conference	On demand	Web conferences may be set up by the technical support team, if required, to perform more detailed analyses

Table 1 - Service Channels and Service Hours
** except local holidays as referenced in Table 3 – Excluded Holidays*

Support Request Handling

All support requests, referred to in the following as “requests”, are entered and monitored in a tracking system at Accenture. Client is provided with a reference number for the respective request.

Designated Client contact(s) shall include in its request, at a minimum, the following information which may be updated by Accenture upon written notice:

- Name and contact information of the Designated Client Contact sending report (email and phone)
- Client name and, if applicable, location
- Contract number of the valid maintenance contract
- System configuration information (product version number, server and database environment information)
- Initial analysis by Client’s internal help desk
- A description of the issue, error messages received, etc.
- Steps taken by Client to reproduce the issue, if applicable, include screenshots
- Activity being performed at the time of the issue
- Client impact (a description of the business impact caused by the product issue)

Accenture may use such information to provide correction services in accordance with this Agreement.

Questions concerning product information and solutions to known problems are answered directly by the software product support team. All other requests are handled by specialists. By default, incoming requests are classified initially with “medium” priority. Based on a detailed description provided with the request, the request may be recategorized as “high” priority. A request is classified as “high” in accordance with the criteria as defined in Table 2 – Classification. Classification is made by Accenture.

Classification:

Accenture will provide Technical Support for each request based on the priority level set forth below. The service performance for incidents described in the table below is measured on response time within the service hours, according to priority. Accenture Response Targets, as applicable, are based upon the Incident Priority Levels which are defined as follows:

Severity Level	Definition	Target Response Time
Medium	Minimal impact on day-to-day business: The software works with minor problems. Some of the functionality does not work according to the requirements and specifications, but a workaround is available.	90% within 24 hours from Accenture's receipt of notice**
High	Moderate impact on day-to-day business: The licensee suffers moderate failure and/or moderate disruptions to services. Some functionality does not work according to the requirements and specifications and a workaround is not available. The product works to a limited extent.	90% within 8 hours from Accenture's receipt of notice**

Table 2 – Classification

** as defined in Table 1 - Service Channels and Service Hours

Exceptions to Service Hours Based on Local Holidays

The following table shows the exceptions to the general service hours mentioned above.

Local Holiday	General Date
New Year's Day	1st of January
Good Friday	Easter Sunday - 2 days
Christmas Day	25th of December
New Year's Eve	31st of December

Table 3 – Excluded Holidays