



ASI Usability Support Agreement

Frequently Asked Questions

What is Usability Support?

Usability Support is support offered to our clients to help analyze and diagnose bugs and error messages as well as a quick recall or “how – to” training for procedural questions.

What is a Usability Support Agreement?

A Usability Support Agreement is an annual agreement that customers can opt into in order to receive a defined level of support. ASI offers three Usability Support Agreements: Basic Plan, Plus Plan, and Premier Plan. These agreements include a defined number of Support Tickets, targeted response times and a System Review.

How do I know which services are covered under the Usability Support Agreement?

Typically, bug and error message analysis, quick recall or “how-to” or procedural questions are covered under the agreement. However, this question can be clarified by understanding what is not covered within a Usability Support Agreement, please refer below to the “Services NOT Included in the Usability Support Agreement”.

What if a service falls outside of the support agreement?

If the consultant determines the service falls outside the scope of the Usability Support Agreement, the consultant will inform you that there will be additional fees to continue the support conversation and will require your approval prior to resolving the issue. Depending on the extent of time or resources required, ASI may provide you with a Work Order to specify the requirements of the work.

What is the difference between “Usability Support” and “General or Technical Support”?

General or technical support falls outside the scope of the Usability Support Agreement. General and technical support includes such items as modifications, customizations, system upgrades, report writing, service pack installations, analysis of data corruption & recovery, new employee and new functionality training, resolutions to issues due to hardware issues, printer issues, networking issues or other third party software conflicts.

What is Tier 3 Support

ASI expects the client to have adequate training on the use of the software so that the support offered through this Usability Support Agreement is provided at lower cost to the client. ASI provides Tier 3 level support to the client, who is acting in a Tier 2 support role to their own end users, who are Tier 1 level users. ASI expects Tier 2 level clientele to be authorized contacts on the Usability Support Agreement. ASI is not offering support to level Tier 1 employees, such as when a new employee has been hired and needs training on the system, this falls outside the scope of this Usability Support Agreement.

Who is an Authorized Contact?

An Authorized Contact is an individual designated to be able to represent the client when contacting ASI for Tier 3 level support, and who has been properly trained on the use of the software. An Authorized Contact may allow a non-Authorized Contact to solicit Usability Support Services from ASI; however, the Authorized Contact is responsible to educate any non-Authorized Contacts(s) on the Agreement terms to minimize expenditure of time by ASI. If you have users at multiple sites that will be on the same Usability Support Agreement, you will be required to set-up a distribution group to email support requests. ASI will provide you with further details and instructions if this pertains to you.

Is the response time to the support issue the same as the resolution?

The response time is the window within which the consultant will contact you after ASI is notified of the support issue. The resolution for some support inquiries may require follow up research and consulting time that extends past the response time; however, ASI is dedicated to resolve your issue in a timely manner.

How much does a Usability Support Agreement cost?

The cost is dependent on the Usability Support Agreement you select. Please refer to the ‘Usability Support Agreement’ document to determine which plan best fits your yearly support needs.



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What if we decide that the Usability Support Agreement is not a fit for our company, can we pay on a per call basis?

Yes, although we believe the best solution for both the client and the consultant is an annual Usability Support Agreement. However, if you opt to go without a Usability Support Agreement, you are always welcome to submit a Support Ticket and pay on a time and material basis.

How do I log a Support Ticket?

There are several ways to log a Support Ticket through ASI. Logging a ticket online through our website www.asisucceed.com is our preferred option and will provide you with the best response time. You can also log a ticket by emailing support@asisucceed.com, or calling our support desk at (866) 440-5510. Please refer to the 'How To Log a Support Request with ASI' document for directions as well as a list of information we will need from you in order to log a support ticket.

Can I call a support consultant directly if I believe they know the answers to my questions?

If you prefer to work with a specific consultant you can request them when you log a Support Ticket and if they are available within your window of urgency, ASI will assign them to your Support Ticket; however, the response time will not be guaranteed. If you contact a consultant directly, the consultant will refer you to our Support Manager.

Can I use a Support Ticket for upgrades or report writing?

ASI will provide an upgrade analysis to clients on a Usability Support Agreement. The price of an upgrade will be presented in a Work Order that details out the Scope of Work and Estimate of Efforts which will require approval prior to starting work. Report writing and import/export projects are not included in the Usability Support Agreement.

Can I opt into a Usability Support Agreement if the Vendor retires the version I am running?

No, in order to best support you and to be able to opt into a Usability Support Agreement with ASI, we require that you are running a supported version of the software. However, ASI will still support you on a time and material basis if you are running a retired version.

Does ASI's Usability Support Agreement replace Annual Maintenance/License Fee?

Your Annual Maintenance/License Fee is a fee paid to the vendor; it is not included in ASI's Usability Support Agreements. However, ASI can handle the administration process for invoicing both options at the same time.

Services NOT included in Usability Support Agreement:

- ✓ IT related issues – printer issues, hardware, network, workstation, security, operating system, etc.
- ✓ All on-site consulting and training.
- ✓ Support or creation of Client modifications to the software
- ✓ All issues arising from Third Party or Master Developer customizations including but not limited to support, research, scoping, installation and re-installation.
- ✓ Remote or onsite upgrade assistance.
- ✓ Creation or maintenance of reports such as Crystal Reports, FRx, Sage MAS Intelligence, Visual Integrator, etc.
- ✓ Telephone or remote training that goes beyond a quick recall or "how – to" training for procedural questions.
- ✓ Remote support or onsite assistance with, but not limited to, services pack installations, system configurations, test companies, or other software patches *ie* security patches, fixes for user errors such as posting to the wrong date, etc.
- ✓ Data backups or data corruption and recovery.