



## Yurbi™ Support Guide

### The Yurbi™ Support Commitment

Yurbi™ Support commits to:

- Troubleshoot your software product issues when you are experiencing unexpected results.
- Provide guidance and offer tips and techniques for new development or maintenance.
- Reproduce potential software code problems, provide alternative solutions or workarounds, and log your potential software code errors for evaluation and potential correction.

If your issue requires advanced assistance, such as detailed guidance on how to use the product or guidance on custom code or specific application attributes, you will be referred to Yurbi™ Professional Services. Professional Services experts capable of assisting you by:

- Supplying staff and support for time-critical implementations.
- Designing Models.
- Developing Report Generation Code to meet your specific business needs.
- Application Development, Management, Tuning and Deployment.

### The Yurbi™ Support Model – Support Methods

Our vision is for all Yurbi™ clients to have a hassle-free experience; from installation to full-scale deployment. Our solutions are deployed into IT software and hardware environments on a combination of hardware workstations, servers, databases, application servers, Web servers and security software. Hardware and software environments are typically housed in a physical location, and can host many applications. To support the users of these applications, Yurbi™ offers several options as follows:

#### General Technical Support

- Direct Support - Available 8 x 5 x 365 excluding US Federal Holidays via phone at **1-888-YURBI-01** and email at [support@yurbi.com](mailto:support@yurbi.com).
- Online Support Request Form - Available 24 x 7 x 365 at <http://support.5000fish.com/>.

#### Account Management

All clients are assigned an account manager; your very own point of contact to successfully manage and maintain the success of your experience from day 1.

#### Training and Tutorials

Our intuitive user interfaces, installation instructions and ad-hoc reporting are easy enough for anyone to use - even non-technical users. However, if you do have specific training requirements, we offer a number of training options, from on-site instruction to online and remote resources. Yurbi™ provides an online collection of training videos, how-to's, webcasts, and video tutorials through **Yurbi™ TV**. This comprehensive online resource is available 24 x 7 x 365 at <http://support.5000fish.com/>.

#### Advanced Services

Although our products can easily be installed by the non-technical user, we do offer a wide variety of Professional Services to meet your organization's specific requirements. Whether you're looking for a custom solution or assistance with a large scale deployment the Yurbi™ Professional Services Team is there for you along the way.



### **Service Requests**

All requests for Service, Support, Training and/or Enhancements are logged by the Yurbi™ Support team. We work closely with client representatives to prioritize and manage these requests through resolution.

We understand that you are looking for more than just a response to your Service Request (SR) - you want to know when an issue is going to be resolved. We strive to resolve your issues as fast as possible with the highest quality, and look for direct confirmation from you that the issue has been resolved.

However, there are instances when an issue will be deemed resolved without your direct input. Below is a list of reasons why an issue may be deemed as resolved.

- You tell support that the issue is resolved or can be closed.
- The issue is not due to an error in the Yurbi™ product.
- Instructions are provided to you on how to correctly deploy or use the product feature in question.
- A workaround to achieve similar results is provided and accepted by you.
- You are informed of a scheduled product release that contains an error correction for the issue.
- The issue is classified as an enhancement request and Yurbi™ team determines that such a change will not be undertaken.
- The issue would require a change in existing product functionality and Yurbi™ team determines that such a change will not be undertaken.
- The issue is determined to be a third-party vendor issue and you agree to transfer the problem to the third-party vendor for resolution.
- Yurbi™ Support has been unable to contact you (three attempts must be made by Support) or, seven consecutive business days have passed awaiting a response from you. To ensure timely resolution, the Support Contact who logged the Service Request (SR) must be readily available throughout the time period that the Service Request is being worked on. Any closed Service Request can be reopened within 28 days.

In some cases, we may discover that a client requires additional expertise and knowledge that can only be gained through product training or an professional services engagement. In these cases, the request will be transferred to the appropriate services staff for follow-up. Additionally, if the issue cannot be reproduced in a baseline/supported environment and it is determined that a professional services engagement is required to assess customization, design or architectural influences that might be causing or contributing to the issue, the request will be transferred to the appropriate service staff for follow-up.

### **MULTI-VENDOR (THIRD-PARTY) COORDINATION**

Yurbi™ Support makes no assurances regarding resolutions related to technology partner or third-party products. If we determine that your problem or symptom results from an error in software from third-party software from another vendor, we will use reasonable efforts to resolve the issue with the vendor or technology partner on your behalf or ask you to open a Service Request (SR) directly with the identified vendor or technology partner. You must have a valid support contract with the technology partner or third-party vendor. Yurbi™ Support will continue to work with you, the vendor and/or technology partner as needed to isolate and resolve the problem.



### Response Times

Response time is measured from the time you raise an issue with Yurbi™ Support to the time a Support Analyst is assigned to the issue and acknowledges such assignment by initiating return contact. Response times are as follows:

Priority	Business Impact	Recommended Contact Method	Description Response	Target*
1	Critical	Telephone	The application is unavailable in a production environment and no workaround is available.	4 hr.
2	High	Telephone	The application is restricted and there is no workaround or alternative available.	8 hr.
3	Medium	Online	Use of the application is restricted, though a workaround or alternative solutions is available.	12 hr.
4	Low	Online	Request for information, enhancement or product clarification.	24 hr.

**\*Note:** Target Response times are based on the Recommended Contact Method being used.

### Resolution Targets

Yurbi™ support understands that you are looking for more than just a response to your Service Requests (SR); you want to know when an issue is going to be resolved. We have established target resolution times for issues not requiring product code changes. The following resolution targets should be viewed as median resolve times measured over a period of time, and not as resolve times for all Service Requests. That means that often Service Requests will actually be resolved faster.

Priority	Target Median Resolution Time
1	2 business days
2	5 business days
3	15 business days
4	20 business days

Yurbi™ Support strives to resolve your issues as fast as possible with the highest quality and looks for direct confirmation from you that the issue has been resolved. Your confirmation that the issue has been resolved is essential to meeting target resolution times.

### 24x7 Critical Coverage

You can log critical Priority 1 issues with Yurbi™ Support at any time. In order for a Service Request (SR) to qualify for 24x7 Critical Coverage assistance, your issue must be a Priority 1 issue and logged by telephone. 24x7 Critical Coverage is provided in English only. The time at which the Service Request is logged is governed by local time in Herndon, Virginia, USA.



## Product Continuation, Maintenance and Release Management

5000fish, Inc. invests significantly in enriching its products. As a licensed subscriber of Yurbi™, you are entitled to upgrades and documentation for supported products that become available during the life of your subscription.

### Product Release Types

#### New Releases

New Releases (Major and Minor versions) feature new capabilities, newly supported environments, architectural enhancements, and improvements in: quality, scalability, and performance. New Releases are fully regression tested and typically require a full uninstall/reinstall of Yurbi™. New Releases are signified by an increment in the major version number, represented by the digits to the immediate left of the first decimal in the version number, or by an increment in the minor version number, represented by the digits to the immediate right of the first decimal in the version number (for example, Yurbi™ v10.2).

#### Maintenance Releases (Refresh Packs)

Maintenance Releases (Refresh Packs) are incremental changes to a Major or Minor New Release, periodically made available to supported customers with current subscriptions. They primarily address problems with the software that have been reported by customers or uncovered through our own investigations. Maintenance Releases are also used to add support for new environments. In some cases they may contain new capabilities and improvements but to a lesser degree than a New Release. Maintenance Releases are subject to full regression testing and include the accumulation of corrections made in all previous Maintenance Releases since the most recent New Release. They may require a full install/reinstall of the impacted product.

#### Service Packs (Fix Packs)

Service Packs, also called Fix Packs, provide regular, high quality and stable error correction releases. Service Packs use automated regression test suites to exercise the release prior to it becoming generally available. Service Packs contain selected critical corrections implemented since the last regression tested release, such as a New or Maintenance Release (Refresh Pack), or a previous Service Pack (Fix Pack). Unlike Maintenance Releases, Service Packs and Fix Packs do not add new environment support and will not contain new capabilities or enhancements.

Service Packs and Fix Packs are not fully installable products; they are targeted corrections to specific product components. You must already have a Base Release installed in order to deploy a Service Pack or Fix Pack into your environment.

#### Product End-of-Life (EOL)

End-of-Life is the date in which Yurbi™ product management will no longer issue any releases of any type for a product. This applies to all language versions, platforms and channels for that product (unless otherwise noted). The Yurbi™ Support team provides a minimum of 12 months notice of product EOL, and publishes notice of EOL on the Support Web site. Products that are EOL will be given a reference status of Obsolete. It may still be possible to obtain support for products with a status of Obsolete through a services engagement with Professional Services.

#### Product Error Corrections

As long as you are current with your Yurbi™ subscription you will have access to Online Support and Assisted Support. Through Assisted Support, the Yurbi™ Support team will provide advice, guidance, workarounds and known solutions. You will also remain eligible for New Releases and all associated



upgrade or migration benefits. However, the level of Assisted Support and availability of Maintenance Releases (Refresh Packs) and your ability to log and receive Error Corrections is dependent on the life stage of the product version. After a New Release, reported errors are strategically corrected with the accumulated error corrections being bundled into a newer product build.