



Support Services Overview

Libra OnDemand is supported by a team of Customer Success Managers and Support Consultants, whose mission is to help Customers get the most value out of their system and to ensure a high level of satisfaction with the application.

Because your support needs are as individual as your business, our services go far beyond traditional notions of technical support. Of course, your particular issues will be addressed - quickly and efficiently. But our staff also wants to be part of your team, to be with you at every step, because Libra OnDemand is just as passionate about your success as you are.



To meet the diverse needs of all hospitality organizations, Libra OnDemand Support Services are offered via multiple channels, including live phone support, a self-service online Support Portal, and email support. Libra OnDemand also embraces social media channels and tools, provides customer care via Twitter, engages with Customers on Facebook and features regular product updates via the company blog.

Libra OnDemand Support Services give expert-level technical support, advanced web-based tools and best practices to meet your specific business requirements. Included as part of the Libra OnDemand subscription, all Customers have access to regional support centers for phone inquiries Monday - Friday from 8:00am to 6:00pm, Customer local time and access to self-help resources any time via the Libra OnDemand Support Portal. Technical support is monitored on a 24/7 basis. Support cases are answered during the workweek, within 1 to 16 business hours, depending on the Case Severity Level.

Every Libra OnDemand Customer is also assigned a dedicated Customer Success Manager, who is responsible for delivering the best system ideas, innovations and capabilities, thereby driving greater business value.

Support Levels

The following are the various levels of support generally offered:

1. **“Level I”** Support means accepting the initial request for assistance from the End User, gathering Customer’s information, providing general User assistance, troubleshooting routine technical issues, performing basic configuration tasks, and interfacing with Level II Support on more complex issues.
2. **“Level II”** Support means providing backup Support to Level I Support for complex or unique issues, including reproducing the defect in a standard as well as Customer-specific application instances, performing more complex system configuration tasks, and providing the technical expertise necessary to assist with troubleshooting the End User’s system configuration.
3. **“Level III”** Support means debugging and correcting any errors or defects in custom and managed application code, performing advanced system configuration and customization tasks, and providing assistance to Level II Support.

Support Standards

Libra OnDemand Support Services adhere to the following standards:

Case Severity Levels

The general definition of a Case is a single, reproducible issue, request, problem or symptom. Cases are assigned a severity level. The severity level establishes the priority of the case and is provided by the End User at time of logging. Priority attention is given to the case based on its severity. There are four (4) levels of case severity.

Severity Level	Description	Examples
1	Production Down	An End User's production system is inoperable. A major application failure has occurred or data integrity issues exist, and business processes are halted. There is no workaround available.
2	High	A critical business process is impaired, causing a serious disruption of a major business function. It is causing serious impact on daily functions or processing, and there is no acceptable workaround. The workaround is unacceptable if one or more of the following are true: <ul style="list-style-type: none"> - Workaround is very labor intensive or time consuming - Workaround affects transactions that are repeated throughout the day - End User has to reallocate and/or add staff to accomplish the workaround - Workaround does not address the complete problem
3	Medium	Non-critical problems occur with the application, but the End User is able to run the system and/or application, and there is an acceptable workaround for the problem.
4	Low	An inquiry, system administration request and/or low system impact issue which does not require immediate attention. This includes accepted enhancement or new feature requests, best practice consultations, cosmetic issues, system administration and customization requests.

Description of Response and Resolution Targets

Cases are responded to upon an End User's initial logging and each time the End User makes an update to the case. The response targets are calculated as the time difference between each update the Customer makes to the Case and Level I Support corresponding response. Resolution targets are calculated as the difference between the time the Case is logged by the End User and the time the solution is provided and the Case is closed. The resolution to the Case can be an answer to a question, an acceptable workaround, an existing code correction, or a new code correction. The response and resolution targets are based on the severity level of the incident and are defined below.

Severity Level	Support Response Target	Support Resolution Target
Severity 1 (Production Down)	Immediate to 1 business hour	1 business day
Severity 2 (High)	Within 8 business hours	3 business days
Severity 3 (Medium)	Within 12 business hours	60 business days
Severity 4 (Low)	Within 16 business hours	To be mutually agreed upon ¹

¹ System Administration and Configuration, and System Customization services are provided at an additional fee.

Force.com Platform Performance

Libra OnDemand is a native Force.com application operating in a cloud technology environment. As such, Libra OnDemand may be impacted by the performance and availability of the Force.com platform, which provides world-class infrastructure and has a proven 99.9+ percent availability record for years. To ensure maximum up-time and continuous availability, Force.com provides redundant data protection and the most advanced facilities protection available, along with a complete data recovery plan. Force.com daily service-quality data is available at <http://trust.salesforce.com>.

Libra OnDemand Integration Services Performance

Libra OnDemand hosted integration services operate on an Amazon EC2 instance. As such, Libra OnDemand Integration Services may be impacted by the performance and availability of the Amazon EC2 infrastructure. The Amazon EC2 Service Level Agreement commitment is 99.95 percent availability for each Amazon EC2 Region. EC2 service status information is available at <http://status.aws.amazon.com>.

System Administration and Configuration Services

System administration and configuration services are provided on a time & materials basis of \$125.00, per Hour. Prior to service being performed, the Customer approves all requests, in writing.

Examples of system administration and configuration services include:

- Application reconfiguration
- Workflow & approval configuration
- Email template configuration
- Survey form configuration
- Reporting/dashboard configuration
- Integration reconfiguration

Administration and configuration services exclude the creation of custom code outside of existing modules and functional areas of the application.

System Customization Services

System customization services are provided on a time & materials basis of \$125.00, per Hour. Prior to service being performed, the Customer approves all requests, in writing.

Examples of system customization services include:

- New application functionality design consultations (post-deployment)
- Email templates and survey forms customization
- Integration functionality customization

Phone Support

Live phone support for Support Services is provided Monday - Friday, 8:00 AM to 6:00 PM, Customer local time, excluding the following holidays at the regional support centers:

- **United States | Celebration, FL (Americas Customers):** Memorial Day, Independence Day, Labor Day, Thanksgiving Day, day after Thanksgiving, day before Christmas & Christmas Day.
- **United Kingdom | Kingston, UK (EMEA Customers):** New Year's Day (observed), Good Friday, Easter Monday, Early May Bank Holiday, Spring Bank Holiday, Diamond Jubilee Holiday, Summer Bank Holiday, Christmas Day, Boxing Day.
- **Asia Pacific (excludes China) | Singapore (Asia Pacific Customers):** New Year's Day (observed), Chinese New Year, Good Friday, Labour Day, Vesak Day, National Day, Hari Raya Pugas (observed), Hari Raya Haji, Deepavali, Christmas Day.
- **China | Shanghai (China Customers):** New Year's Day (observed), Chinese New Year, Ching Ming, Labour Day, Dragon Boat Festival, National Day, Mid Autumn Festival.

Monitored phone support for Severity Level 1 cases is provided 24/7, 365 days a year.