



## **DOCUNAV SOLUTIONS PRIORITY SUPPORT AGREEMENT 2021**

The cornerstone of the DocuNav Customer Support program is Priority Support Service. Priority Support Service provides expert troubleshooting. Priority Support Service additionally provides you with answers to ensure smooth, productive operation of your system. DocuNav Solutions technical support team consists of expert problem-solvers trained to support customers across their complete Laserfiche / DocuNav solution. They troubleshoot, identify problems, and provide issue resolution—even when the issue is beyond Laserfiche. Support extends to troubleshooting with scanners, security, firewalls, networks, databases, operating systems, virtual machines and interfaces with 3<sup>rd</sup> party applications. With a Priority Annual DocuNav Support Agreement (PR DSA), you're entitled to the services listed below.

### **Priority Support Services**

You can expect a response from our support team within 4 hours of reporting any issue to start the resolution process. Our PR DSA customers also receive expedited escalation of any issues that are mission critical to minimize system downtime.

All support services start with an e-mail or phone call to the DocuNav support team. Customers should identify valid technical support contacts for their organization and inform DocuNav of their authorized contacts. Authorized contacts should first e-mail or call to report service issues/questions. Emails should be directed to [support@docunav.com](mailto:support@docunav.com). The e-mail should include information regarding the issues and/or questions. To speak with the support team, call 800-353-2320, option 3. As our support staff works on your cases, they may bring in additional staff expertise as needed to resolve your issues or answer your questions. We will prioritize incoming email support issues and phone calls for our PR DSA customers (within the 4-hour response time); for example, a system failure will receive a response before a scanning issue.

#### ***Priority Support includes:***

- 4 Hour Response Time
- Remote Log-in Capabilities
- Support issues are logged into our system and tracked through completion
- Issue escalation to software developers when appropriate
- Annual 4 hour System Review with experienced DocuNav technical staff
- Free enrollment to Laserfiche Certified Professional Program
- Access to certain DocuNav specialized products at no additional charge—to enhance solution
- Access to the Laserfiche Software Assurance Plan (LSAP)

#### ***Priority Support Services offers assistance with:***

- Installation and operation support services— to verify the software is operational
- Information services— to interpret error messages and suggest corrective actions
- Troubleshooting services across complete solution— to verify issues being addressed (even when issue extends beyond Laserfiche), to suggest problem-solving techniques, to determine work around solutions, to identify and resolve issues with supported peripherals and hardware
- Advice on proper system configuration and general best practices suggestions for Laserfiche Administration

### ***Scheduled After Hours Support:***

- After Hours: After 5pm CST/ Before 8am CST Monday-Friday, and Weekend Hours: Saturday- Sunday
- Multiplier is x1.5 regular professional services rate
- Tasks must be scheduled, minimum ½ day when scheduling on-site services

### ***Optional 24/7 365 Days Support:***

- DocuNav Priority Support Customers will be provided with support contact information to use for emergency support issues that may arise after normal support hours.
- Emergency Technical Support Access Fee is 10% of Priority DSA
- Multiplier is x3 regular professional services rate
- Support applies **24 Hours/Day, 7 Days/Week, and 365 Days/Year** – No Exclusion

Support hours are Monday - Friday 7:00 a.m. - 5:00 p.m., Central Standard Time, excluding holidays.

### **DocuNav Service Level Agreement with Respect to 4 Hour Response Time Commitment**

In the event DocuNav does not meet the guaranteed four-hour response time commitment for troubleshooting technical support issues, then DocuNav will owe customer a credit back based upon the following:

- Credit owed will be calculated as follows:
  - One full day of support cost per instance (Customer's Annual DSA Cost / 365 days)
  - Credit is limited to one day per instance
  - Credit to be applied to professional services hours on the next billing period
- Customer's responsibilities in order for credit to be received include:
  - Customer must notify DocuNav through the above notification channels
    - Email [support@docunav.com](mailto:support@docunav.com) or call the 800 number and leave a detailed message with direct contact information
    - Customer may not call or email individuals directly for credit to apply

### **Laserfiche Software Assurance Plan**

Your DocuNav PR DSA also includes the Laserfiche Software Assurance Plan (LSAP).

LSAP entitles you to receive access to the [Laserfiche Support Site](#) where you'll find detailed technical information to help you optimize system performance and maximize uptime.

#### ***Online Resources Available:***

- Knowledge Base articles
- Training Resources
- Forums
- Downloads
- Laserfiche Code Library

### **Technical Support Team**

DocuNav's technical support team is comprised of implementation experts, technicians, trainers, and software developers. DocuNav's technical support team is recognized by Laserfiche, as Platinum-Level Certified for their support services. Every one of DocuNav's multiple support staff members is tested and mandated to retain current certifications across the Laserfiche product suite.

### **DocuNav Integration Support**

DocuNav PR DSA also includes support across all DocuNav integration tools. Your current support contract will allow you direct access to the developers of the integration tools ensuring a knowledgeable response.

### **Software Updates and Feature Enhancements**

Your PR DSA includes comprehensive software assurance plans to help preserve your investment by delivering periodic updates that extend the benefits of the original purchase. These plans include crucial point updates, patches and service packs as released by Laserfiche throughout the year. Another advantage is Laserfiche full version releases are also offered at no additional cost as part of your PR DSA.

All DocuNav software will also follow along the same update schedule. As Laserfiche updates become available, DocuNav will release any necessary updates to DocuNav software ensuring customers maintain seamless compatibility across their solutions.

DocuNav tests all manufacturers' updates and consults with customers on an individual basis. After consultation, DocuNav will make recommendations for each customer's unique system on the optimal timing in the release cycle to consider updating. DocuNav's knowledgeable staff protects and guides customers to the most successful deployment of future updates and enhancements of their solutions.

### **Internet services and remote access**

This service provides our PR DSA clients with remote access to the same quality assistance and advice that they would receive from an on-site visit by one of our technicians. Using remote connectivity, a DocuNav technical staff member can connect to your system and control your screen as you watch and speak with us over the phone. This powerful, interactive technique allows us to assist you in various tasks.

### **Annual System Review**

Annually, a 4-hour remote system review with an experienced DocuNav technical team member has been included with your DocuNav PR DSA. This event can be scheduled by contacting your DocuNav Account Manager and can occur anytime throughout the year of your DocuNav PR DSA. During the annual system review, DocuNav technical staff will analyze the configuration of the existing Laserfiche application server, database, and backup procedures. Additionally, the Laserfiche configuration will be reviewed to include volume structures, folder trees, security and template field creation. Upon completion of the review, DocuNav will provide the customer with documentation detailing the findings as well as best practice recommendations for adjustments that would enhance the solution.

### **Extended User Education**

Using hands-on teaching methods, end-user education courses are held throughout the year to help you design, develop, and maintain your DocuNav solution. Led by experienced teachers, you gain knowledge and expertise of your DocuNav Solution. Optional free webinars covering a variety of topics are also available throughout the year. Whether on-site or remote, the sessions provide improved employee understanding of your system and increased utilization.

DocuNav is now offering access to our growing resource of self-paced courses and labs via our Training Portal. The Portal contains all levels of trainings and tips from entry to expert level. New customers will receive complimentary all-access passes for the key employees based on the number of users purchased (see chart below). Priority Support customers may also access individual courses for other employees that use Laserfiche for a nominal fee. We are also excited to offer special Labs through the portal (coming very soon). These Labs are designed for key employees that will help you implement Laserfiche internally. The Labs will come with Use Cases, demo server access and feedback from our experienced engineers.

Please contact [sales@docunav.com](mailto:sales@docunav.com) for details and the link to the portal.

DocuNav Training Portal Chart	
Laserfiche Named Full User Count	Number of All-Access Passes
20 users or less	1 person
21 – 100 users	2 people
101 – 500 users	4 people
501 + users	8 people

### **Laserfiche Empower Conference**

Laserfiche Empower Conference is an annual educational and networking event with over 3,000 Laserfiche customers, partners, and IT professionals. As part of your PR DSA, DocuNav will pay conference registration fees for your employees to attend. **We encourage you to sign-up for Empower Registration as early as you can because the number of total registrations we pay for is limited per year.** Please see the chart included below for a breakdown of how many employees per organization are eligible for free conference registration.

Laserfiche Empower Registration Chart	
Laserfiche Named Full User Count	Number of Registrants
21 – 100 users	1 person
101 – 500 users	2 people
501 + users	4 people

### **How to Register for CPP & Laserfiche Empower Conference**

To register employees for the CPP courses and/or the Laserfiche Empower Conference, please email [sales@docunav.com](mailto:sales@docunav.com).