

StreamServe® Technical Support

Who is StreamServe Technical Support?

StreamServe Technical Support is comprised of more than 20 Technical Support Consultants, who are StreamServe certified experts in all StreamServe products. As part of the StreamServe Technical Support offer, StreamServe Technical Support provides Technical Consultants who are native language speaking in English, Swedish, German, French, Dutch, Norwegian and Finnish.

Where is StreamServe Technical Support located?

StreamServe Technical Support is comprised of 3 Global support hubs, Gothenburg (Sweden), Boston (USA) and Singapore (Asia). These 3 support hubs enable StreamServe Technical Support to provide StreamServe's global customers with 24 hour technical support 7 days a week¹.

The Gothenburg support hub is the main global support hub, and is situated in the StreamServe Research and Development (R&D) office.

Technical Support Gothenburg has direct access to StreamServe R&D resources and handles all 'Escalated' (Priority 1 & 2) support incidents, and product fault reporting to StreamServe R&D.

What services does StreamServe Technical Support provide?

StreamServe Technical Support provides product support and product related information to end customers, partners and StreamServe consultants.

Technical Support handles and manages all queries about StreamServe product functionality and usage (see Appendix B).

StreamServe Technical Support is also tasked with investigating suspicious behaviour within StreamServe, and the reporting of any product defects to StreamServe R&D (see Appendix C).

StreamServe Technical Support is also responsible for receiving and processing market suggestions on how to enhance and improve StreamServe products (see Appendix D).

¹ 24 x 7 support is based on StreamServe Premium level support offering. For further information on StreamServe Technical Support offerings please see Appendix A

However, StreamServe Technical Support is unable to assist with specific StreamServe project and solution development queries², as these queries are to be handled by each of the local StreamServe Consultancy offices.

Due to the fact that StreamServe can be integrated with a large variety of external applications, where possible StreamServe Technical Support will provide basic information and assistance for Non-StreamServe applications, however in general StreamServe Technical Support will not provide direct support for Non-StreamServe products.

How does one contact StreamServe Technical Support?

If you are a designated contact (see Appendix F) there are 3 alternatives for contacting StreamServe Technical Support.

Alternative 1 for contacting StreamServe Technical Support is to logon to the StreamServe Technical Support Web (<http://support.streamserve.com>) and create a support incident (see Appendix E).

Alternative 2 for contacting StreamServe Technical Support is to send an email to the support email address, describing the problem in as much detail as possible (see Appendix E).

Alternative 3 for contacting StreamServe Technical Support is via the StreamServe Technical Support telephone service. Technical Support contact phone numbers for each global region can be found on the StreamServe website (www.streamserve.com).

² A StreamServe 'development query' is any query that requires adjustments or modifications to the StreamServe project logic, which cannot be achieved via the implementation of standard StreamServe functionality.

Appendix A

StreamServe Technical Support provides two levels of high quality online, on-site, and telephone technical support:

Standard

With Standard support your designated contacts³ can access the password-protected StreamServe Support Web site, 24 x 7. This provides an extensive search facility and a subscription to notify you of changes in the StreamServe Solutions Knowledge Database, as well as the ability to submit and track support incidents.

Standard support also includes unlimited telephone assistance through a dedicated telephone number during weekday business hours (excluding public holidays). You can submit incidents by a dedicated e-mail address, through the Support Web site.

For Lawson customer's standard support includes 24 x 7 Emergency Support. This service provides application and technical assistance for critical processing issues on a live production environment that occur outside of normal Lawson Support Hours of Operation. This service may only be provided in English, and does not apply to customer modifications, decommissioned products, or planned events

If you have a critical case outside of normal Lawson Support Hours of Operation, and if this case requires immediate attention, call your regional support contact and ask for Emergency Support service, the regional support staff will contact StreamServe support and attempt to resolve your case or provide a workaround.

³ The maximum number of Designated Contacts for each Customer is three (3).

Premium

Your designated contacts receive all of the services of Standard Support plus the following:

- 24 hours by 7 days a week unlimited telephone assistance through a dedicated telephone line from a Designated Support Engineer to any named user at your site.
- Automatic escalation to StreamServe Research & Development if a Priority 1 support incident is not resolved within 24 hours.
- Optional assistance through remote dial-in to the designated operating environment.
- On-site support if StreamServe determines that all other means for resolution of an incident have been exhausted.

Appendix B

StreamServe Technical Support Incident Handling Process

Once a support query has been received via either the StreamServe Support web or via support email, the query will be process as an incident (support case) in the StreamServe Support system. Each support incident is assigned a reference number and will be assigned to a Technical Support Consultant for investigation. The Technical Support Consultant will update the support incident with the relevant information and provide the initiating party with a response. This support incident response may include information which may help resolve the issue or may include a request for the initiating party to provide further information about the issue which will assist with the ongoing investigation. The initiating party may be prepared to have all system information available or other information in order to speed up the process.

Appendix C

StreamServe Technical Support Product Defect Reporting Process

Once a support query has been investigated by StreamServe Technical Support, and the issue has been deemed a product defect after defect reproduction by the Technical Support Consultant, StreamServe Technical Support will comply a detailed report on which StreamServe product area the defect relates to, the severity of the defect, a detail description of the defect behaviour and any supporting information to reproduce the defect in a controlled test environment and submit this product defect report to StreamServe R&D for further investigation.

Where the defects has occurred in a production environment and no workaround solution is available, or that the defect has cause a stop to all StreamServe development and development progress is no longer possible due to the defect, the defect will be assigned a 'High' priority. In general a 'High' priority defect fix will be release to the initiating party as a separate StreamServe hotfix.

Where the defect does not have a 'High' priority, the defect fix will be included in a subsequent release of StreamServe.

At anytime in the Product Defect Reporting process can the initiating party request that the defect be assigned a 'High' priority, as long as supporting information is provided.

Appendix D

StreamServe Technical Support Enhancement Suggestion Process

Once StreamServe Technical Support has received a Product Enhancement Suggestion from an end user, partner or StreamServe consultant, the Enhancement Suggestion is reviewed and a request for additional information may be sent to the initiating party. Once the Enhancement Suggestion information has been deemed complete, the Enhancement Suggestion will then be submitted to the StreamServe Product Management group for further investigation.

Where an Enhancement suggestion is found to be beneficial to the majority of the StreamServe customer base and fits the current product strategy, the Enhancement will be added to the product in a subsequent release of the software.

Appendix E

1. StreamServe Technical Support Web query submission.

- i. Visit <http://support.streamserve.com> and login.
- ii. If you do not have a StreamServe web support login account, please follow the link to "Registration Page" to open an account.
- iii. Once logged in to the StreamServe Support web, first use the "Find Answers" section to search for any information related to your current problem. There are different ways of searching the database, and search instructions can found in the help tab.
- iv. If you are unable to find any information in the 'Find Answers' section that may help you resolve the issue, please use the "Ask a Question" section to describe the problem and submit your query. Make sure you fill in all fields and include as much technical information as possible about the issue, including any log files and/or error messages.

2. StreamServe Technical Support Email query submission

In order to submit a support query via email please send an email detailing the issue to the support email address.

support@streamserve.com

During office hours, you may also contact us via telephone:

Asia/Pacific: +65 63 72 43 11
Benelux: +31 (0) 10 711 51 51
Finland: +358 (0)9 54064050
France: +33 (0)4 42 97 33 39
Germany: +49 511 16 990 326
Norway: +47 (0)22 90 74 55
Sweden: +46 (0)31 778 2660
UK: +44 (0)845 658 9880
USA: +1 (0)781 229 6566
World: +46 8 686 85 20

Appendix F

“Designated Contact(s)” means personnel of Customer that have been identified as the contacts for the Customer and have been trained by StreamServe or Lawson within commencement of the Maintenance and Support Services who: (i) are responsible for initiating all requests and maintaining all records relating to Maintenance and Support Services; (ii) serve as the contacts with StreamServe on all matters relating to Maintenance and Support Services; and (iii) are responsible for providing information and support, as requested by StreamServe, to assist in the diagnosis, analysis and resolution of incidents. The maximum number of Designated Contacts for each Customer is three (3), regardless of the number of Products licensed.