

## GORDIAN SUPPORT POLICY

### Policies & Procedures Governing Gordian Maintenance & Support Offerings

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## TABLE OF CONTENTS

INTRODUCTION.....	1
PURPOSE.....	1
ELIGIBILITY FOR GORDIAN SUPPORT SERVICES .....	1
GORDIAN SUPPORT.....	1
WORKING WITH GORDIAN SUPPORT .....	1
ONLINE CUSTOMER COMMUNITIES .....	1
High Severity and After-Hours Support.....	2
Coverage.....	2
Logging a Support Request.....	2
RESPONSIBILITIES.....	3
DEFINITIONS.....	3
CUSTOMER RESPONSIBILITIES .....	4
General Responsibilities .....	4
On-Premises Specific Responsibilities .....	5
GENERAL LIMITATIONS AND OUT OF SCOPE SERVICES .....	5

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## INTRODUCTION

### PURPOSE

The purpose of this document is to detail the Gordian Support Policy. Gordian Support policies are subject to change at Gordian's discretion.

### ELIGIBILITY FOR GORDIAN SUPPORT SERVICES

As a customer, you can receive Gordian Support Services when:

- Purchased Gordian products are properly licensed with a current and valid maintenance contract with Gordian.

## GORDIAN SUPPORT

### WORKING WITH GORDIAN SUPPORT

<https://www.gordian.com/contact-us/>

Gordian Support is looking forward to working with you. Gordian Support consists of remote assistance with issues via Gordian Customer Communities web portal, email, chat, website, and phone support.

Unless otherwise contracted, Gordian Support standard business hours are as follows:

**Monday – Friday**

8am – 10pm EST

8am – 8pm EST – VFA

9am – 5pm GMT +1 – KyKloud

Holiday coverage and communications are on a per-product basis.

### ONLINE CUSTOMER COMMUNITIES

For eligible products, Get the most out of your Gordian experience by leveraging your Gordian Support Community. Available 24 hours a day, 7 days a week. You can use your product's Community to:

- Interact with the Gordian Support team by submitting cases (preferred method of interacting with support).
- Share product ideas with Gordian product managers and vote on ideas submitted by other members of the product community.
- Find important product documentation and the latest release notes for your product

Joining your product's Community is a great way to stay informed on all the newest product features and how they can help your organization.

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## High Severity and After-Hours Support

For High Severity issues, as defined under *Responsibilities*, Gordian Support requires calling immediately to confirm the impact and severity of the issue.

After-Hours processes ensure in the case of high severity that Gordian is addressing system down and critical system issues to keep your business running. For verified high severity issues, Gordian Support will engage necessary resources and begin incident remediation.

## Coverage

Gordian Support is provided for problems in the current and supported Gordian Releases, running unaltered on designated supported database products, office suite products, web browsers and operating systems as specified in Gordian documentation and assuming no issues with account standing.

Gordian shall only be obligated to provide support for the software as delivered by Gordian. Gordian provides support in English. Customers with eligible products may purchase support services in additional languages subject to availability.

## Logging a Support Request

Before contacting Gordian Support, please follow the process provided below:

- Ensure you are using the software within a supported system configuration.
- Review the product documentation such as in application Help and Knowledge Base articles provided in your Product's Community.

When submitting a support request, in the Subject line, provide a relevant summary that describes the issue at a high level. Requests requiring in depth troubleshooting can be accelerated by utilizing the Description field to clearly convey your issue.

## RESPONSIBILITIES

Gordian Support cases are classified using Severity. Gordian will validate and adjust Severity when it does not match the criteria provided below.

SEVERITY	DEFINITION	Target Response Time During "Business Hours"
1 - Critical*	Critical issue resulting in a complete system outage or major application failure, preventing a critical business process that has immediate financial impact or impact to data integrity. <b>There is no workaround available.</b>	1 Hour
2 - High	Serious issue preventing execution of a critical business process, causing disruption of a major business function. Major functionality is severely impaired. Serious impact on daily functions or processing but <b>there is an acceptable workaround.</b>	4 Hours
3 - Medium	Issue that does not prevent the execution of a critical business process and does not impact data integrity. The problem may be circumvented using an available workaround.	2 Business Days
4 - Low	An inquiry and/or low system/business process impact issue. Examples include cosmetic defects on screens, errors in documentation, or question/how-to type requests.	3 Business Days

## DEFINITIONS

- Priority is defined by the Customer and dictates to support the order in which tickets of the same Severity should be addressed.
- Severity is assigned solely by Gordian and is the assessed possible risk or effect of an Incident on Client's business operations. Severity shall be classified by Gordian in accordance with Gordian's standard Severity level classifications.
- \*High Severity (Severity 1 - Critical) is Gordian's definition for any case validated by Gordian Support as qualifying 1 - Critical criteria. Gordian recommends calling immediately in the case of high severity to confirm the impact and severity of the issue.
- SaaS, Cloud, or Hosted Products is Software owned, delivered and managed remotely by Gordian for use by a customer on a subscription or licensed basis.

- On-Premises Product is software installed and run on computers on the premises (in the building) of the person or organization using the software. The hosting and hardware maintenance for the environment are generally the customer's responsibility.
- Software Updates are subsequent releases to the software purchased that Gordian makes generally available to its current Maintenance customers. Updates include major and minor subsequent releases of software, service packs, hot fixes or error corrections, as well as software documentation updates. Updates do not include optional, additional, customizations, or future products that Gordian licenses separately. Customized software including but not limited to APIs, reports, or other integrations created by Gordian Professional Services are covered under a separate agreement with Gordian Professional Services. Updates are provided when available, and Gordian is under no obligation to develop any future software or functionality. A separate Gordian Professional Services agreement may be required for on-premises and SaaS products where manual installation services are necessary. Contact your sales representative for further details.
- Major release is a software release that contains new functionality and/or large functional improvements of and/or expansions to existing functionality.
- Minor release a software release that comprises small functional improvements of existing functional modules.
- Patch is a software release used to address an issue where a Major/Minor release is not feasible or timely.
- Workaround - a method indicated by Gordian to avoid or by-pass the consequences of a known error, without issuing a fix, so that customer's use of the software may be interrupted as little as reasonably possible.

## CUSTOMER RESPONSIBILITIES

Should you opt to not fully meet or perform your responsibilities as outlined below, Gordian's ability to provide you with full and complete support under these policies will be significantly impaired. In this situation, Gordian will provide best-effort services and support described in this policy.

### General Responsibilities

- Provide Gordian with relevant diagnostic information including log files, configuration, and error messages.
- Create individual, unique cases for each problem.
- Provide Gordian with access to required personnel and equipment. This access may require the ability to provide system logs and/or allow Gordian to view a user's system via screensharing or other utilities.
- Cooperate with Gordian Support to carry out procedures and recommendations for error correction or malfunctions within a reasonable time after such procedures have been received from Gordian.
- Respond to updates and additional requests for information. Failure to respond in a timely manner may result in reclassification or closure of your case.

- Provide accurate business contact names, phone numbers and email addresses for users.
- Set up a screen sharing session so that your support contact can demonstrate the issue and work with the Gordian Support resource to troubleshoot the issue within the customer's environment.

## On-Premises Specific Responsibilities

- Ability to access the equipment on which the software is operating and obtain the same access at the highest privilege level.
- Upon request for troubleshooting, provide a database backup (and application files as needed) to replicate in-house environment if necessary.
- Supervision, control, and management of the software. Protection of information and the implementation of backup facilities in the event of errors or malfunction of the software or equipment. Gordian is not responsible for the loss of information or data while performing maintenance.
- Maintenance and support of hardware and software technologies.

## GENERAL LIMITATIONS AND OUT OF SCOPE SERVICES

Out of scope services listed below apply to both SaaS and On Prem installations. Gordian Support has no obligation to provide any service other than those set forth in this Maintenance policy and paid for by the customer. For Gordian End-of-Life products/components (products no longer sold by Gordian), Maintenance support will occur according to the schedule and scope provided for that product.

Support is not provided as an alternative for product training. Contacts lacking proper knowledge or training of their application may be referred to Gordian Professional Services for product training (fees may apply).

Maintenance does not include support for issues/requests arising from or related to the following:

- Unsupported releases/versions not listed in product specific documentation, including 3<sup>rd</sup> party products
- Issues outside of functional validation of supporting systems, data availability and standardized reports, operations, procedures, or workflows.
- Improper installation by customer or use of the software and its integrations that deviates from any operating procedures established by Gordian in the applicable documentation.
- Modification, alteration, addition, or attempted change of the software or its integrations, undertaken by persons other than Gordian or Gordian's authorized representatives.
- Hardware or software not provided by Gordian including but not limited to database products, office suite products, web browsers and operating systems.
- Accident; unusual physical, electrical, or electromagnetic stress; neglect; misuse; failure of electric power; air conditioning or humidity control; operation of the software with other

media not meeting or not maintained in accordance with the manufacturer's specifications; or causes other than ordinary use.

- Issues outside of Supported Gordian Release. Issues arising on Gordian software older than Supported Gordian Releases are subject to best effort support when a Supported Gordian Release provides resolution (unless otherwise contracted). Gordian is under no obligation to provide extended support or further development commitments for incidents where a Supported Gordian Release provides resolution. Should client require additional support for unsupported Gordian releases, support may refer the client to Professional Services where a fee may occur.

In addition, maintenance services exclude the following, any of which may be obtained from Gordian on an as-available basis (may incur a fee), or unless otherwise contracted:

- On-site troubleshooting
- Personnel training services
- Implementation services and/or installation services including installation and upgrades, unless otherwise contracted
- Data migration, conversion, transfer, scripting, or any other manipulation tasks
- Business process, data interpretation, and/or consultation services
- Custom Integrations and any other "customizations", including but not limited to custom pages, custom reports, and custom database modifications
- Updates provided to the product under Maintenance services do not include upgrades to customized software, APIs nor other Gordian Professional Services works. Such customization upgrades may be subject to additional fees.
- Completing tasks for users, including but not limited to data entry, system setup, record maintenance, report execution, hardware, or non-Licensed Software updates

Products sold by a company acquired by Gordian will be covered under the original purchased Terms and Conditions until time-of-service renewal.