



Nuqleus Support

# BRONZE SUPPORT PLAN

XTAQ aspires to provide friendly, experienced, and valued world class support to its Clients.

Whilst our self-service support channels are numerous and detailed, our HelpDesk support staff are flexible in their approach to problem solving, and seek to understand issues that can be overcome now and avoided through future product development.

XTAQ's support ideal is to build efficient, consistent interfaces and processes that meet customer requirements as they embark upon their journey of measuring and managing with Nuqleus.

## Bronze Support is our basic support plan, and has been designed for Clients with a limited scale of End Users.

A limited scale deployment may encompass up to 100 end users and will typically display the following characteristics:

- A part-time Nuqleus System Administrator
- Basic Measurement Design with limited drill down and SLA metrics
- Standardised Nuqleus reporting with limited customised reporting

<b>Support Requests</b> There is no limit to the number of requests that can be raised with the XTAQ HelpDesk	Unlimited
<b>Inclusive Support Tickets</b> The XTAQ HelpDesk will provide an estimate of any work requested of them that is 'non-standard' (i.e. not classified as a HelpDesk issue in respect of the functional use of the Nuqleus software applications) and thus may be billable. * (See Notes Below)	2 Tickets annually
<b>Telephone Support</b> The XTAQ HelpDesk will provide advice and assistance for issues raised in the functional use of the Nuqleus software applications	Yes 9am – 5pm core UK hours (excl. English bank Holidays)
<b>Outside Core Hours Support</b> Out of hours support provided with 48 hours notice	NO
<b>Email Support</b> The XTAQ HelpDesk will provide advice and assistance for your installation and configuration issues for the Nuqleus software applications	Yes 9am – 5pm core UK hours (excl. English Bank Holidays) 24 hour turnaround (** unless incident is classified as a severity 1 – see notes below for more details)
<b>Application Help files</b> Designed to primarily assist the Nuqleus System Administrator (NSA) with guidance, procedural help and tutorials within each Nuqleus application	Yes 24 hour access
<b>Online Knowledge Base</b> The online Knowledge Base allows you to access technical problem-solving resources around the clock	Yes 24 hour access
<b>Online Support Announcements</b> This system provides a dedicated news and information channel for Nuqleus issues – get the latest information as soon as it becomes available	Yes 24 hour access
<b>Online Support Downloads</b> Get the latest Product Updates and Support Documents online as a download service	Yes 24 hour access
<b>XTAQ Quarterly Newsletter</b> The XTAQ e-Newsletters are published 4 times each year with editions for Winter, Spring, Summer and Autumn, and are regular source of news and information about XTAQ and Nuqleus	Yes Quarterly

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*“The consistency of the support we have received from the technical staff in particular has meant that, while we are now self-sufficient, we do call on XTAQ for training.”*

**Principality**



<b>Installation and Configuration Assistance</b> The XTAQ HelpDesk will provide advice and assistance for technical installation and configuration issues related to the software infrastructure and architecture required	NO
<b>Best Practice Articles</b> Designed to assist the Nuqleus System Administrator (NSA) with expert professional guidance on the practical best practice application of Nuqleus	NO
<b>SQL Corner</b> A real time saving feature for the Nuqleus System Administrator (NSA) to administer the Nuqleus database at a SQL level rather than at an application level.	NO
<b>Advanced Reporting Assistance</b> The XTAQ HelpDesk will provide advice and assistance to assist you in developing enhanced and bespoke reporting capabilities to a detailed Client specification.	NO
<b>Technical Health Checks</b> The XTAQ HelpDesk will perform regular advanced Nuqleus Database ‘health checks’. These checks will include maintenance of the data structures, include reports on application usage and recommendations on administration tasks required.	NO
<b>Operational Health Check</b> Your appointed XTAQ Account Manager will conduct an annual health check to determine if your deployment of Nuqleus is meeting objectives and taking advantage of the features available to ensure efficient and effective usage.	NO
<b>FTP Database Backup</b> XTAQ will provide a facility to receive a backup copy of your Nuqleus Databases on an automated and scheduled basis. This allows our support personnel to provide specific advice relative to your Nuqleus set-up given the support issue.	NO
<b>Dedicated Nuqleus Database SQL Server Support</b> The XTAQ HelpDesk will provide first line support with regard to the current and future requirements for Nuqleus Database Hosting, Configuration, Backup and Maintenance.	NO
<b>Nuqleus Application Web Server Support</b> The XTAQ HelpDesk will provide first line support with regard to the current and future requirements for installation, configuration and support of the Nuqleus web-based applications.	NO

\* **Support Tickets** The XTAQ HelpDesk will provide an estimate of any work requested of them that is ‘non-standard’ (i.e. not classified as a HelpDesk issue in respect of the functional use of the Nuqleus software applications) and thus may be billable. An estimate will be quoted in terms of how many Support Tickets effort the work requested will encompass. For example, if a customised report that is proving too complex to complete is required by a Client and XTAQ’s expertise is needed, the XTAQ HelpDesk will assess the complexity and work effort and determine how many Support Tickets encompass the request. Additional Support Tickets can be purchased separately as required. Support Tickets are quoted at £75.00 each (excluding VAT in the UK) and are billed monthly. XTAQ Professional Services may be recommended with certain work requests at a daily rate in lieu of Support Tickets.

\*\* **Severity level Classifications**

XTAQ shall have the right to initially classify the Severity Level of any Support Incident reported.

**Severity 1**

A problem for which there is no known or no acceptable Workaround (as defined below) and which (i) prevents the execution of a Primary Function (as defined below), or (ii) results in an inability to capture data, or (iii) crash.

**Severity 2**

A problem for which there is no known or accepted Workaround and which (i) causes difficulty in execution of a Primary Function, (ii) a problem such that commitments are placed in jeopardy, or (iii) the operability of Nuqleus Software is significantly impaired.

**Severity 3**

A problem, which causes inconvenience and does not slow down the normal business operations, for which there is an acceptable Workaround but which is causing difficulty in the execution of a Primary Function. “Workaround” means a change in operations whereby the effects of a Non-conformance become less severe such that the Nuqleus Software can be used in normal operations and for its intended purpose. “Primary Function” means the performance of an essential operation of the Nuqleus Software.