



BOXARR

Support Guide [Customers]



Standard Software Support SLA

BOXARR Release | ALL

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1 Introduction

1.1 Purpose

This document has been developed as an Installation Guide to define the BOXARR Standard Software Support and associated Service Level Agreement (SLA).

Additional Resources

Alternative User Guides and Manuals are available. Please refer to "Additional Resources" section in this document for further information.

Version Control

Version control information for this this document can be found at the end of the document. Please ensure that you are using the latest version release.

1.2 Notices

BOXARR

BOXARR is the trading name of BOXARR Limited, a company registered in the United Kingdom (04873279) whose registered office is located at: Windsor House, Cornwall Road, Harrogate, England, HG1 2PW.

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2 BOXARR Standard Software Support

Access to BOXARR Standard Software Support is included with your BOXARR Software Licensing for the duration of your Licensing Contract Term. Standard Software Support applies only to your procured BOXARR Software licencing and does not entitle Customers to additional licensing.

2.1 Standard Operating Hours

Standard operating hours for the BOXARR Support are as follows:

BOXARR Support Portal	24hrs / 365-days Subject to scheduled downtime (target availability 99%)
BOXARR Support Service Desk	09:00 – 17:30 GMT Monday – Friday Excluding Bank/Public Holidays Excluding 24 th December – 1 st January

Any Tickets raised outside of these operating hours will be acknowledged when the Service Desk reopens. Any requirement for additional coverage will require an enhanced SLA agreement with BOXARR.

2.2 BOXARR Support Portal

BOXARR Support services are facilitated via the BOXARR Support Portal.

2.2.1 Support Portal | Access and Authorised Use

The BOXARR Support Portal can be accessed via:

<https://www.boxarr.com/support-portal>

The BOXARR Support Portal is for authorised Users only. Customers should nominate a limited number of internal personnel who will manage any Tickets raised to the BOXARR Support Portal (Helpdesk Agents) on behalf of their general BOXARR userbase community.

2.2.2 Support Portal | Registration

Helpdesk Agents will need to register an account on the BOXARR Support Portal. To register an account, Helpdesk Agents should contact the BOXARR Support Services Desk at: support@boxarr.com with the following information:

- Organisation Name
- First Name
- Last Name
- Email address
- Contact Number (including International Code and Area Code)

The BOXARR Support Service Desk will then create your account and provide you with your login credentials and any associated instructions.

2.2.3 Support Portal | Ticket Management

The BOXARR Support Portal Ticketing system is the primary means of support management.

Customer Helpdesk Agents can raise, track, and manage their Tickets in accordance with the tools provided.

The status of Tickets is defined in this document(see **Support Ticket Status Definitions**)

2.2.4 Support Portal | Engagement via Email, Telephone, and Web-Meeting

The BOXARR Support Portal Ticketing system is the primary means of support management. Authorised Helpdesk Agents may also engage the BOXARR Support Service Desk via email, telephone, and web-meeting where necessary following the guidance below:

BOXARR Support Service Desk | Email

support@boxarr.com

Aside from general enquiries, before emailing the BOXARR Support Service Desk, Helpdesk Agents should first raise a Ticket on the BOXARR Support Portal. The relevant Ticket ID should be noted in the email Subject line. The Customer remains responsible for updating their Ticket pertaining to any email exchange.

BOXARR Support Service Desk | Telephone

+44 (0)1179 114 762

Aside from general enquiries, before telephoning the BOXARR Support Service Desk, Helpdesk Agents should first raise a Ticket on the BOXARR Support Portal. The Customer remains responsible for updating their Ticket pertaining to any telephone call.

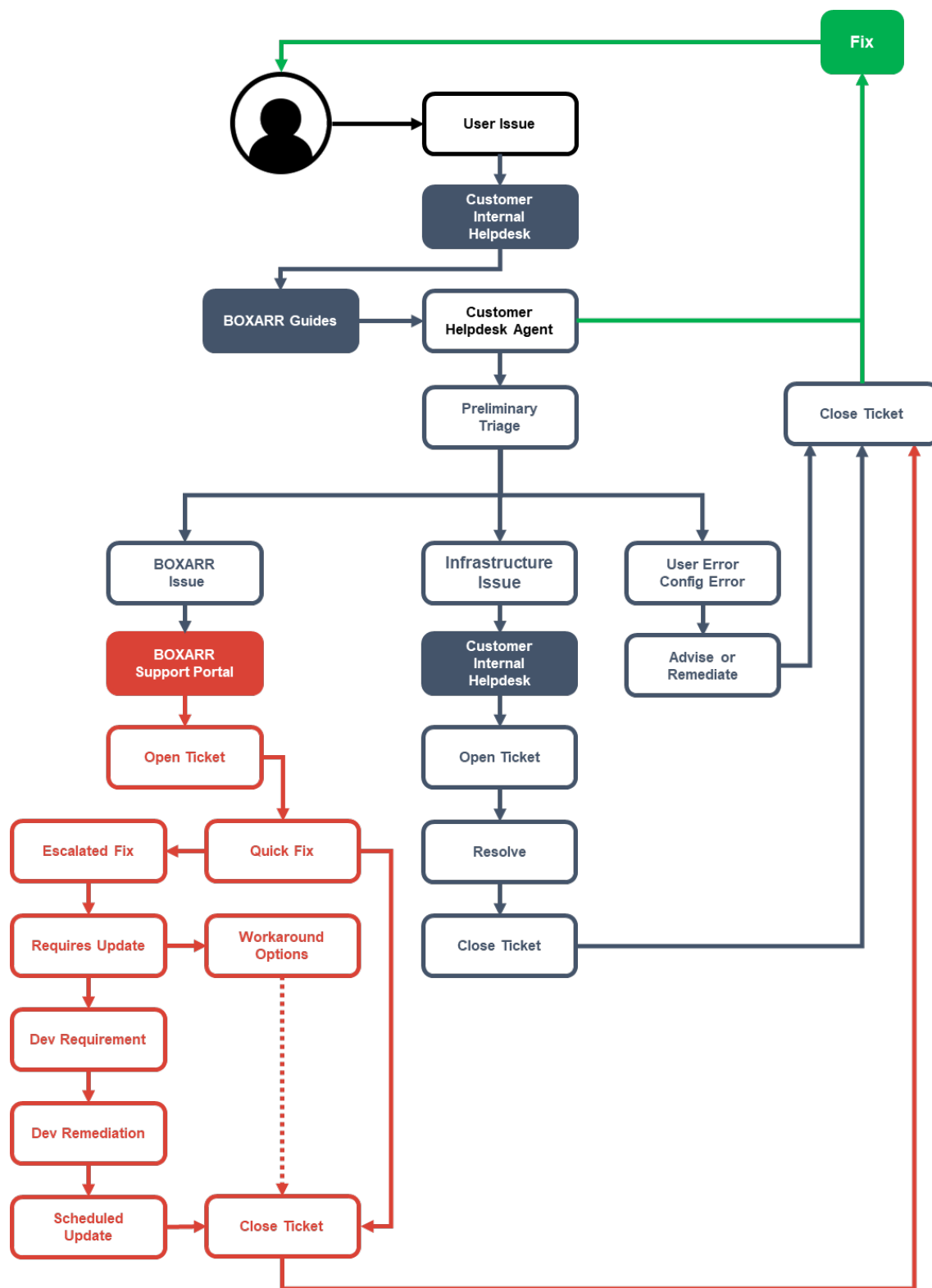
BOXARR Support Service Desk | Web-Meetings

Where necessary BOXARR Support Service Desk personnel may arrange a web-meeting with you to help in the resolution of any issues or faults. The web-meeting service utilised will be agreed on a case-by-case basis.

2.3 BOXARR Support Service Desk

BOXARR Support Services are managed by the BOXARR Support Service Desk

2.3.1 BOXARR Support Escalation Flow



2.3.2 BOXARR Support Service Desk | Escalation Process

Prior to engaging BOXARR Support, Customer Users should undertake preliminary triage of any perceived issue or error, through self-service.

Escalation Level	Escalation Definition
Preliminary Triage (Self-Service)	<p>Before submitting a Ticket to the BOXARR Support Service Desk, Customers should undertake reasonable measures to determine any issue or fault is pertaining to the BOXARR Software. For Preliminary Self-Service, BOXARR Users should:</p> <ol style="list-style-type: none"> a) Consult the relevant BOXARR Guides documentation (See Additional Resources) b) Contact the Customer organisation's internal BOXARR / IT Helpdesk for support: <ul style="list-style-type: none"> o Identify and resolve any simple User-errors. o Identify and resolve any issues pertaining to the Customer's network or infrastructure. <p>Only persisting or irresolvable faults directly relating to BOXARR Software should be logged via a Ticket on the BOXARR Customer Support Portal by an authorised Agent of the Customer's BOXARR / IT Helpdesk.</p>

Thereafter, BOXARR Support Service Desk operates a 3-Level escalation process for Customer support Tickets.

Escalation Level	Escalation Definition
Level-1	<ul style="list-style-type: none"> ▪ The trackable receipt and logging of incident reports from Customers directly related to the BOXARR Software ▪ Re-direction of problems not directly related to the BOXARR Software; and ▪ The assistance with resolving all User related faults directly related to the BOXARR Software; and ▪ The escalation of non-User related faults to Level-2 support.
Level-2	<ul style="list-style-type: none"> ▪ The investigation, identification, diagnosis and recommended remedy of environmental issues directly related to the BOXARR Software (e.g. OS, hardware, network, etc.); and ▪ The investigation, identification, diagnosis and recommended remedy of simple configuration issues directly related to the BOXARR Software (e.g. BOXARR Software Configuration); and ▪ The replication or recreation of faults directly related to the BOXARR Software (if required) in a support-lab environment; and ▪ The escalation of unresolvable faults to Level-3 support.
Level-3	<ul style="list-style-type: none"> ▪ The provisioning of detailed diagnostics of issues directly related to the BOXARR Software; and ▪ Provisioning of workarounds, and software patches, and software upgrades for the BOXARR Software as may be applicable; and ▪ The resolution of unresolvable issues directly related to the BOXARR Software, which have been escalated from Level-1 and Level-2 Support Tickets.

2.3.3 BOXARR Support Service Desk | Support Ticket Status Definitions

The following definitions apply to Tickets raised and managed on the BOXARR Support Portal:

Ticket Status	Status Definition
Open	The Ticket is open and being considered by BOXARR. The Ticket is subject to measurement against the support SLA.
On Hold	The BOXARR Support team have requested more information from the Customer. Ticket is considered paused with regards to SLA performance until further information has been provided.
Escalated	The Ticket has not been closed within the time defined by the SLA. The Ticket is considered open with regards to SLA performance.
Closed	The issue has been addressed by BOXARR and either resolved or handed to the BOXARR Development team. The Ticket is considered closed with regards to SLA performance.
Under Consideration for Development	The issue is under consideration to be resolved through BOXARR Development. The Ticket is considered closed with regards to SLA performance.
Scheduled for Development	The issue is scheduled for resolution through BOXARR Development. The Ticket is considered closed with regards to SLA performance.
Awaiting Sign Off	The issue has been resolved through BOXARR Development and is being tested by the Customer. The Ticket is considered closed with regards to SLA performance.

3 Service Level Agreement (SLA)

3.1 BOXARR Standard Software Support SLA

Factor	Definition	Resolution Target
Ticket Logged	Logging of a Ticket on the BOXARR Support Portal.	Log Same-day Timestamp (Within Operating Hours)
Ticket Appraisal & Response	The appraisal of the Ticket by the BOXARR Support Service Desk and initial response via email or telephone.	Respond Within 1 Working Day
Minor Issue	<ul style="list-style-type: none"> Minor error or bug Users can continue to work 	Resolve Next Scheduled Release
Major Issue	<ul style="list-style-type: none"> Major error or bug Users can continue to work (impeded) 	Resolve Within 5 Working Days
Blocking Issue	<ul style="list-style-type: none"> Significant error or bug Users cannot continue to work 	Resolve Within 3 Working Days
General Enhancements	Requests for new features or capabilities	Review Passed to BOXARR Product Development for review

Note: Resolution Targets are related to the delivery of a fix or workaround by BOXARR. They do not incorporate the Customer's implementation time for On-Premise and 3rd Party Cloud.

Note: Resolutions may be the provision of interim workaround solutions to the error/bug. Whereafter BOXARR will aim to provision an enduring solution in the next scheduled release.

3.2 BOXARR Standard Software Support SLA Exclusions

The BOXARR Standard Software Support SLA specifically excludes:

- Unsupported Functionality**

The supported functionality of BOXARR Software is specifically limited to as detailed in BOXARR Guides and associated documentation pertaining to each Version Release. Requirements for additional features and capabilities may require the Customer to: a) upgrade their BOXARR Software to a later Version Release which supports the required functionality or capability ; or b) request the functionality or capability be considered by BOXARR Product Development for inclusion in the BOXARR Capability Roadmap (see Standard Software Support SLA – General Enhancements).

- User Error**

Errors or issues pertaining to the misuse of BOXARR Software, failure to follow guidance as detailed in BOXARR Guides and associated documentation, general user-errors.

- Deployments**

Deployment of any BOXARR Software, or Version Upgrades, or otherwise patches to Customer platforms operating On-Premise or 3rd-Party Cloud. In such cases the relevant software shall be made available to the Customer to download and deploy in accordance with BOXARR's documentation. Any requirement

for BOXARR to support the deployment of an upgrade to On-Premise and/or 3rd-Party Cloud platforms will require additional BOXARR Professional Services and/or and Enhanced Service Level Agreement.

- **Un-Ticketed Queries**

Any issue raised to the BOXARR Support Service Desk via telephone or email which has not been first logged by the Customer via a Ticket on the BOXARR Support Portal.

- **Un-authorized Tickets**

Any Ticket raised on the BOXARR Support Portal or otherwise by a non-authorized individual. Only nominated Customer personnel (Helpdesk Agents) should utilise the BOXARR Support Portal or raise Tickets.

- **3rd-Party Equipment, Software and Services**

The protracted diagnosis (i.e. beyond identification) or the provision of remedy (i.e. beyond recommendation) or otherwise fix or resolution to or for ANY software application, or operating system, or hardware device, or infrastructure, or other device or service, other than the BOXARR Software.

- **3rd-Party SLAs**

Compliance to any Service Level Agreement or otherwise SLA agreed between a 3rd-Party, or an Alliance Partner and the Customer, without the express prior agreement of BOXARR.

- **“How Tos”**

Response to “how to” Tickets (i.e. relating to the general usage of BOXARR Software applications) are specifically excluded from BOXARR Standard Software Support SLA. Whilst the BOXARR Support Service Desk will try to accommodate such requests, you may be directed to your BOXARR Representative for the procurement of BOXARR professional Services - e.g., Solution Consultancy and/or Training.

3.3 BOXARR Emergency Support

Emergency support required outside BOXARR's Standard Software Support Operating Hours shall be charged at the relevant BOXARR Professional Services day-rate.

Customers will be notified of the rate-card and shall acknowledge liability for charges prior to commencement of any associated services.

No SLA applies.

3.4 BOXARR Enhanced Support SLAs

Any requirement for support or services or service-level beyond the Standard BOXARR Software Support SLA detailed in this document above must be agreed by BOXARR in writing under a separate agreement.

Additional terms, conditions and charges shall apply.

4 BOXARR Standard Software Maintenance

4.1 Version Upgrades (Releases)

BOXARR Software is constantly evolving in accordance with BOXARR's Product Development Program and Capability Roadmap. From time-to-time, BOXARR will release a Version Upgrade for the BOXARR Software. Version Upgrades may incorporate:

- Enhancements to existing features and capabilities.
- New features and capabilities.
- Performance enhancements and bug-fixes.

Which are detailed within the Release Notes for the Version Upgrade.

Access to BOXARR Version Upgrades (Releases) is **included** with your BOXARR Software Licensing for the duration of your Licensing Contract Term. Version Upgrades (Release) apply only to your procured BOXARR Software licencing. Version Upgrades do not entitle Customers to additional licensing.

4.2 Version Upgrades for BOXARR Cloud Deployments

For BOXARR Cloud deployments, upgrades are automatically applied to your BOXARR Platform. The following process applies:

1. BOXARR will send you advance notice of an available upgrade via email (to your registered contact email address) – incorporating:
 - a. Planned upgrade period
 - b. Release Notes
 - c. Advice on any amendments to BOXARR Guide documentation.
2. BOXARR will facilitate the upgrade during the planned upgrade period.
3. BOXARR will send you a notice upon completion of the upgrade via email (to your registered contact email address).

Upgrades are typically enabled outside or normal working hours in order to minimise downtime or disruption to Users.

Warning: During the planned upgrade period, your BOXARR Enterprise Server will be disabled. All Users must disconnect their User sessions (ScaleBridge/nVision/nSight) prior to the upgrade commencing. BOXARR is no responsible for any unsaved changes.

4.3 Version Upgrades for On-Premise & 3rd-Party Cloud Deployments

For BOXARR deployments operating On-Premise or on 3rd-Party Clouds (i.e., on your own organisation's network or host provider). The following process applies:

1. BOXARR will send you advance notice of an available upgrade via email (to your registered contact email address) – incorporating:
 - a. Release Notes
 - b. Confirmation on where and how to download and deploy the upgrade files
 - c. Advice on any amendments to BOXARR Guide documentation.
2. The Customer is then responsible for the deployment of the upgrade in accordance with the instructions provided by BOXARR.

Note: Any requirement for BOXARR to support the deployment of an upgrade to On-Premise and/or 3rd-Party Cloud platforms will require additional BOXARR Profession Services and/or and Enhanced Service Level Agreement.

4.4 BOXARR Software End of Life Support

From time to time, BOXARR will retire legacy versions of BOXARR Software and applications.

BOXARR will announce the scheduled termination of support for any BOXARR Software which has been deemed end-of-life (EoL), with no less than ninety (90) days' advance notice.

Following the EoL date, BOXARR will no longer provide support for the EoL Software, except for Customers operating the remainder of a valid BOXARR Software licence terms for the associated EoL Software. Software licences for EoL Software will not be renewed, and the Customer should upgrade to a supported BOXARR Software version release.

Any requirement for support of EoL Software will require an Enhanced Service Level Agreement agreed by BOXARR, whereby BOXARR retains the right of refusal.

5 Additional Resources

5.1 BOXARR Support

The BOXARR Support Portal is available to the Helpdesk Agents for registered BOXARR Software subscribers.

Before registering on the BOXARR Support Portal, please check with your BOXARR Administrator regarding the Helpdesk services provided by your own organisation, as these will always be the first point of contact for User support services.

For authorised Users, access to the BOXARR Support Portal can be found at:

www.boxarr.com/support-portal

6 Version Control

Release	Version	Date	Change Summary
ALL	1.0	14 OCT 2022	Reformatted Original Baseline



BOXARR

vision | scale | insight | value

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