



Accruent Customer Support Policy

**Policies & Procedures Governing Accruent
Maintenance & Support Offerings**

August 2017

INTRODUCTION

Purpose

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

ELIGIBILITY FOR CUSTOMER SUPPORT SERVICES

As a customer, you can receive Accruent support services as soon as:

- Purchased Accruent products are properly licensed by you and you have a current and valid maintenance contract with Accruent, and
- You are registered with Accruent Customer Support.

Customer Support Contacts

The role of the customer support contact for your organization is to serve as the first level of support for your users, to log support requests for everyone in your organization, and to be the sole point of contact for Accruent Support in case of a technical problem.

HOW TO CONTACT US – [HTTP://WWW.ACCRUENT.COM/SUPPORT](http://www.accruent.com/support)

Accruent Customer Support is looking forward to working with you.

We recommend that all support requests be submitted via one of our customer Community pages to enhance the process of reporting, tracking, and resolving requests. You can find the most up-to-date contact information at <http://www.accruent.com/support>.

Accruent Customer Communities

To register your support contacts for applicable Accruent Customer Communities, send the following information to support@accruent.com with the subject "Customer Community User Request."

First and Last Name

Company

Phone

Email

Title

Accruent Product

*Please note that there may be limitations on the number of portal contacts your organization can have.

CUSTOMER MAINTENANCE SERVICES

Software Updates

“Updates” are subsequent releases to the software you have purchased that Accruent makes generally available to its current Maintenance customers. Updates include major and minor subsequent releases of the software, service packs, hot fixes or error corrections, as well as software documentation updates. Updates do not include optional, additional, or future products that Accruent licenses separately.

Updates are provided when available, and Accruent is under no obligation to develop any future software or functionality.

Technical Support

Technical support consists of remote assistance with support requests and includes portal, email, and phone support during standard business hours. Accruent’s standard business hours are 8AM – 8PM EST, except for holidays observed by Accruent. Holidays are posted on the Customer Portal.

Technical support is provided for problems that are demonstrable in the current and supported Accruent releases, running unaltered on an appropriate hardware and operating system configuration as specified in Accruent documentation. Accruent shall only be obligated to provide support for the software as delivered by Accruent. Accruent shall have no obligation to provide Maintenance for any software that has been altered or modified by any party, other than Accruent.

If customer does not properly follow documented procedures and requires more than five (5) support calls in connection with a single support request, Accruent reserves the right to charge hourly support fees in accordance with Accruent’s then-current consulting rates.

PREPARATION FOR LOGGING A CUSTOMER SUPPORT REQUEST

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

- Ensure that you have been registered as an Accruent customer support contact.
- Ensure that you have a supported system configuration.
- Review the product documentation such as in application Help and knowledge base articles provided in your Community.

To expedite your case, a few general recommendations. When logging a case, in the Subject line, provide a relevant summary that describes the issue at a high level. For issues that may require in depth troubleshooting, we suggest jump-starting your issue by utilizing the Description field to clearly convey your issue. We recommend the following format (a copy/paste template provided below):

Issue/Steps to Reproduce:

Expected Behavior:

Actual Behavior:

Impact to business:

Issue/Steps to Reproduce: A description of the issue occurring. The more detail provided the better. The Issue should include the steps to reproduce the issue so that Support can begin troubleshooting.

Expected Behavior: The behavior you are *expecting* to happen when following the steps to reproduce provided. What *should* be occurring on the screen, or what results you *expect* when taking the steps to reproduce.

Actual Behavior: The behavior or issue as it is actually occurring (if you provided this in the steps to reproduce, you can skip this one!).

Impact to business: The impact to your business when this issue occurs. Though all issues are important to us, be sure to let us know the details! We want to know when a “report isn’t working,” if it is used once a month by 3 users vs. 500 users in the field that rely on the report twice a day.

ACCRUENT CASE SEVERITY AND RESPONSE TIMES

Accruent Support cases are classified using Severity. Severity must be provided when logging a case. Accruent will validate and adjust Severity when it does not match the criteria provided below.

Severity	Definition	Response Time
1*	Critical issue that results in a complete system outage or major application failure, which prevents the customer from performing a critical business process that has immediate financial impact or impact to data integrity. There is no workaround available. Remedial action shall begin within four hours of delivery of notice of the problem and shall continue until temporary repair, workaround or final remediation is in place.	1 business hour
2*	Serious issue that prevents the execution of a critical business process, causing disruption of a major business function. It is causing serious impact on daily functions or processing and there is no acceptable workaround. Remedial action shall begin within eight hours of delivery of notice of the problem and shall continue until temporary repair, workaround or final remediation is in place.	4 business hours
3	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	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

Response Time

Response time is the time it takes to communicate to the initial contact on a support request and assumes the support request was properly filed based on the above Preparation section, and there are no issues with account standing. Response time is not a resolution goal and should not be interpreted as a guarantee of service.

SaaS Product/Cloud Product

Software that is owned, delivered and managed remotely by Accruent for use by a customer on a subscription basis.

On-Premise Product

On-premise software is 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.

Hosted Product

On-premise software that is hosted and managed by Accruent, thereby making the environment similar to that of SaaS.

*High Severity

In addition to entering a case via the Community portal, in the case of high severity issues (Severity 1 or Severity 2) – Accruent recommends calling Support to ensure proper communication on the impact and severity of the issue.

CUSTOMER RESPONSIBILITIES

As a customer of Accruent's support services, you have the following responsibilities:

- You will provide Accruent with access to your personnel and equipment during normal business hours. This access must include the ability to log into the equipment on which the software is operating and to obtain the same access at the highest privilege level.
- You will provide supervision, control and management of the software. In addition, you will implement procedures for the protection of information and the implementation of backup facilities in the event of errors or malfunction of the software or equipment. Accruent will not be responsible for the loss of information or data while performing maintenance.
- You will document and promptly report to Accruent any errors or malfunctions of the software and will freely provide Accruent with the relevant and requested information. You will take all steps necessary to carry out procedures and recommendations for the rectification of errors or malfunctions within a reasonable time after such procedures have been received from Accruent.
- For on premise customers, you are responsible for implementing updates made available by Accruent or its authorized distributors.

Environment Access Responsibilities

If Accruent is not able to identify the root cause of the issue based on case information, Accruent will request one of the following approaches for continued troubleshooting efforts:

1. Set up a screen sharing session so that your support contact can demonstrate the issue and work with the Accruent support engineer to troubleshoot the issue within the customer's environment.

2. For on premise customers, request a database backup (and application files as needed) to replicate in an in-house environment if necessary.
3. In exceptional scenarios Accruent will work with the customer contact to gain VPN access when needed to directly troubleshoot within a customer's environment if the screen sharing approach is not sufficient. Accruent does not set up direct access to customer environments.

Should you opt to not fully meet or perform your responsibilities as outlined above, Accruent's ability to provide you with full and complete support under these policies will be significantly impaired. In this situation, Accruent's sole obligation will be to use its good faith reasonable efforts to provide the services described in this policy.

OUT OF SCOPE SERVICES

Accruent has no obligation to provide any service other than those set forth in this Maintenance policy and paid for by the customer. Maintenance services exclude the following, any of which may be obtained from Accruent on an as-available basis under a Professional Services engagement:

- On-site troubleshooting.
- Implementation services.
- Migration services.
- Personnel training services used as a substitute for available Accruent training and/or purchasable on-site training.
- Integration and/or Conversion services (data loading/importing) and any "customizations", including but not limited to custom summary pages and custom reports. Updates provided under Maintenance services are subsequent releases to the Accruent standard software, not upgrades to custom development work previously provided to you, including Enterprise Application Integration Interfaces and other professional service customizations. Such customization upgrades are 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.

Professional Services are billed on a time and materials basis, and when necessary, may include travel and accommodation expenses of Accruent personnel.

GENERAL LIMITATIONS

Maintenance does not include events arising from the following:

SaaS and On-Premise:

- Improper installation by customer or use of the software and its integrations that deviates from any operating procedures established by Accruent in the applicable documentation.
- Modification, alteration, addition, or attempted change of the software or its integrations, undertaken by persons other than Accruent or Accruent's authorized representatives.
- Software, hardware or technology of any third party other than that provided by Accruent.

On-Premise Only:

- 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.
- Software that does not incorporate the required major, minor and maintenance releases, patches and other release(s) provided by Accruent.
- Modification of the software to run with new and future versions of the operating system, database, middleware or models of hardware.

Support Offerings

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