



AURACHAIN



SUPPORT PACKAGE

ON PREMISE SUPPORT PACKAGE

	STANDARD	GOLD
Online resources (Web help, Online video tutorials, Guides, FAQs, etc)	✓	✓
Defect resolution and product release schedule information	✓	✓
Hot fixes on AURACHAIN platform		✓
Defect resolution on Custom apps		✓
Platform releases deployment guidance		✓
Support window	Monday – Friday 09:00 – 17:00 CET	Monday – Sunday 09:00 – 17:00 CET
Hours response time for Severity 1	4	2
Hours response time for Severity 2	6	4
Hours response time for Severity 3	8	6
Hours response time for Severity 4	12	8
Online issue tracker	✓	✓
Availability by email/phone		✓
Number of support requests per year	48	unlimited
Online support resources	✓	✓
Remote assistance		✓

ON CLOUD – PAAS SUPPORT PACKAGE

	STANDARD	GOLD
Online resources (Web help, Online video tutorials, Guides, FAQs, etc)	✓	✓
Defect resolution and product release schedule information	✓	✓
Hot fixes on AURACHAIN platform		✓
Defect resolution on Custom apps		✓
Platform administration	✓	✓
Platform releases/patches cycle management	✓	✓
Layered operational monitoring	✓	✓
Scheduled Preventive and Proactive Maintenances	✓	✓
Scheduled automated Backups and On-time Recovery	✓	✓
Infrastructure Management (Virtualization, Servers, Storage, Networking, Data Center)		
Support window	Monday – Friday 09:00 – 17:00 CET	Monday – Sunday 09:00 – 17:00 CET
Hours response time for Severity 1	4	2
Hours response time for Severity 2	6	4
Hours response time for Severity 3	8	6
Hours response time for Severity 4	12	8
Service Availability	99.50%	99.50%
Online issue tracker	✓	✓