Software Services

PROIV On Premise Support Services

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10.0	15/04/2020	Clarification of Support Hours
11.0	05/05/2020	New contact telephone numbers
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13.0	22/06/2022	V10 and removal of Platinum and Silver Service Levels
14.0	21/06/2023	V11 Release
15.0	30/04/2024	Release Management and Support Level Terms
16.0	15/04/2025	V14 Release

Introduction

This document details the PROIV On Premise Support Services available to Value Added Resellers (VAR's), direct end customers, and customers on legacy versions of PROIV.

The enclosed PROIV On Premise Support Services are effective from 15th April 2025.

Support Levels

The following table indicates services applicable to each support level. The next section provides more detail about each numbered service.

Service Support Level	Access to Support Web Site 1	Product Releases 2	Patch &Service Releases 3	Email 4.1	Online Support Portal 4.2	Telephone 4.3
Gold	✓	✓	✓	✓	✓	✓
Bronze	✓	✗	✗	✗	✗	✗

Support Level Services

1. Access to Support Web Site

PROIV Support Web Site is available 24 x 7. Should the site be unavailable PROIV will use reasonable skill and care to correct this the following UK working day.

Bronze customers will have access to provision of Emergency License Keys and Product Documentation only.

In addition to the above Gold customers will be given access to the PROIV Website for downloading of PROIV Product Releases and other collateral.

2. Product Releases

Product Releases include Major and Maintenance Releases. See section on "PROIV Release Management" for further details.

Gold customers will be able to download Product Releases from the PROIV Website, installation subject to appropriate licensing having been purchased.

A forward fix maintenance policy applies. This means that fault fixes will only be applied to the current product maintenance code base and a fix will be delivered in either the next Major or Maintenance release.

Subscription based Gold customers should endeavour to keep as current as possible with latest maintenance releases of PROIV. When a new major release is made, they should ensure that they have moved to it prior to the version they are using becoming end of life.

Should a customer downgrade to Bronze level support they will no longer be entitled to new Product Releases.

3. Patch & Service Releases

Gold customers are entitled to an emergency Patch Release for any Priority 1 issue.

Service Releases are typically made available monthly and will contain fixes from any emergency Patch Release and for selected Priority 2 issues.

Priority 1 fixes will automatically be included in the next Major or Maintenance Release whichever is due first.

Priority 2 fixes will normally be included in the next Major or Maintenance Release whichever is due first.

Should a customer downgrade to Bronze level support they will no longer be entitled to new Patch and Service Releases.

4. Email, Online and Telephone support services include:

- o Incident management

- o Assistance with issues during installation and upgrade

- o General implementation and configuration guidance

The Customer is responsible for ensuring that their users are suitably trained and experienced in PROIV, with official training courses and certification available from the Zellis PROIV team. This is not only required to ensure effective use of PROIV but also, so users can correctly diagnose possible PROIV issues and interface effectively

with the PROIV Support Team such that any subsequently requested diagnostic information is provided in an accurate, concise, and timely manner.

Support services do not include creating reproducible test cases; these are the responsibility of the Customer. Furthermore, support is not a substitute for Training. If a support issue is perceived to be down to a lack of understanding of PROIV then the Support Team reserve the right to refer the customer to the Account Manager and the Professional Services team to arrange for formal chargeable training.

Support hours are from 05:30 GMT through to 01:00 GMT, Monday to Friday excluding days that are Public Holidays, Saturdays and/or Sundays in the UK, USA and/or India.

4.1 Email

Gold customers are entitled to email the PROIV Support Team with issues and queries at support@proiv.com, additionally this will automatically generate a Case in the Online Support Portal (see below).

4.2 Online Support Portal – Service-NOW (SNOW)

The Online Support Portal is available 24 x 7.

Gold customers will be given access to the Online Support Portal for logging and tracking support issues and queries. Logins are granted on an individual named user basis. Customers can nominate an Administrator who will be able to self-maintain user accounts for their organization.

The PROIV product Knowledge Base is also available via the Online Support Portal.

Should a Gold customer downgrade to Bronze service level their Online Support Portal access will be revoked.

4.3 Telephone

Gold customers are entitled to telephone the PROIV Support Team for issues and queries, contact numbers as follows:

UK and EMEA:	+44 (0)20 3350 1551
Americas and Asia Pacific:	+1 (844) 535 5996 / +1 (407) 243 4914

Bronze customers will be referred to an Account Manager.

Support Service Exclusions

The following exclusions apply to support services:

- o Customers without a currently valid support and maintenance agreement

- o End of Life, Beta, Release Candidate or Development releases

- o Customized versions of PROIV products (customized = original product code has been modified) unless delivered via Official Patch Release

- o Development questions or requests

- o Third-party application integrations or third-party plugins

- o Support of end-users

- o Product training

- o Non-English language support

- o Professional Services

- o System & Performance tuning

- o Deployment & Capacity Planning

- o Installation & Upgrade Services

PROIV Release Management

The launch of PROIV Version 14 sees a further adjustment to the release cadence based on Long Term Support (LTS) Releases interleaved with an Evolutionary (EVO) Release as follows:

- LTS releases to have at least a 4-year life from General Availability
- LTS releases will be made approximately every 2 years with one EVO release between
- EVO release will have a life up until the next LTS release

Zellis reserves the right to adjust this release schedule should a need arise.

Long Term Support (LTS) Release

Key points of an LTS release are as follows:

- No functional updates once generally available
- Include Security updates, bug fixes and selected internal bug fixes
- Support for newer versions of Operating Systems and Databases already supported
- May deprecate or remove functionality in a previous LTS release
- Support for upgrading from immediately previous LTS release
- Monthly Service Releases
- Up to two Maintenance Releases per 12-month period

Evolutionary (EVO) Release

Key points of an EVO release are as follows:

- Introduce new functionality, updates are cumulative, and functionality will roll forward to next planned LTS release
- Potentially new / updated platforms and databases
- Security updates, P1 and P2 customer bug fixes only
- Updates may require application code changes due to deprecation, functionality change or removal
- Upgrade support from immediately previous EVO release
- All bugs fixed in active LTS releases will be propagated forward to next EVO release if applicable
- Monthly Service Releases

Support Service Level vs Release

It is important to note that Gold Level Support is **ONLY** available on a particular release to its end-of-life date, thereafter Bronze Level Support applies.

Release Identifier

14.100.12

LTS / EVO Release   **Maintenance or Service Release**   **Build**

PROIV Support Case Management

Case

When creating a Case in Service-NOW (SNOW) it's the customer's responsibility to accurately enter all the necessary information to enable the Support Team to progress the Case in a timely and effective manner. Useful supporting items such as a self-contained reproducible test case, installation and user instructions, screen grabs, trace files and logging information can all be attached to the Case. If needed the support team can provide advice and guidance on what's required. Once all the required information has been gathered the Support Team can then start to work the Case.

The typical life cycle of a Case means it will normally be at one of the following statuses:

- **New**
  With the Zellis PROIV Support Team for assignment

- **In Progress**
  In progress with assigned Zellis PROIV Support Team member typically for analysis

- **On Hold – Awaiting Contact**
  With the customer to provide further information. If after 3 reminders and no response within 15 working days, then the Case will be moved to Resolved by the PROIV support team

- **On Hold - Awaiting Problem**
  With Zellis PROIV Engineering Team for deeper analysis or correction. Note, a Problem can be rejected on the basis that the product is working as designed or for instance in the absence of an isolated reproducible test case

- **On Hold – Awaiting External Party**
  With Zellis 3rd Party for deeper analysis or resolution.

- **Resolved**
  Resolution provided

- **Closed**
  The Case is automatically Closed after 5 business days in the Resolved state. Thereafter if the issue re-occurs a new Case will need to be created.

The following table details Incident severity level.

Severity Level	Definition
1	Catastrophic issue; causing total failure of the software.
2	Severe issue; where Software functionality is severely impaired. A work around may exist but its use is undesirable.
3	Non-Critical issue; where the Software continues to operate but certain operation is impaired. There is likely to be a work around which could be used to alleviate the issue.
4	Minor issue; usually of a cosmetic nature or small functional problem which does not impact the operation of the Software.
5	Very minor issue; work around exists or the problem could be ignored and lived with. e.g. messages which may not be as informative as possible.

The Case severity level is initially set by the customer at the time of Case creation, this may be changed solely by the Zellis PROIV Support Team at any time during the life of the Case as befits it true nature and circumstance.

Problem

If having analysed a Case the Zellis PROIV Support Team determine it requires deeper analysis or may be a malfunction in the PROIV technology stack a prioritized Problem will be created and the Case state changed to On Hold with an On Hold Reason of Awaiting Problem. If accepted the Problem will be assigned to a specific release for fix. Once the Problem is fixed and available the Case Status will be changed to Resolved.

Enhancement

If having analysed a Case the Zellis PROIV Support Team determine it to be a possible change to the PROIV technology stack an Enhancement will be created for review by the PROIV Product Manager. The customer will be notified as to whether it's been accepted or not (without any commitment to a delivery release) and the Case Status changed to Resolved.

Product Licenses

Any user needing to access the development environment will need a PROIV Developer license and any end user needing to login to a PROIV application will require a PROIV Runtime license. The license seat is allocated at login time and total number of required licenses is based upon maximum number of concurrent users.

PROIV Runtime User License

This License enables a user to interact with deployed PROIV applications and is inclusive of:

- Database Interfaces
- Web Services & Gateway
- Multilingual Services
- 10 Sessions (applies to MFC or OpenClient)

PROIV Developer User License

This Licence builds upon the elements of the Runtime License with additional functions for developers and is inclusive of:

- Developer File Definitions
- PROIV Developer
- Database Interfaces
- Web Services & Gateway
- Multilingual Services
- 10 Sessions (applies to MFC or OpenClient)

Perpetual vs Term Licences

Perpetual licence keys are issued with no expiry date and will therefore run forever assuming no changes to the underlying platform. Term license keys are normally issued with an expiry date in line with the end of the currently agreed support and maintenance period with new keys being issued upon contract renewal.

In the absence of any agreed terms and unless instructed to the contrary Development and Runtime licence keys will be issued with an expiry date in line with the end of the currently agreed support and maintenance period.

Support Terms

The following terms apply to VAR and direct customers alike:

- o Support services and prices are subject to review and possible change on a periodic (normally annual) basis

- o Support for Version 4.6 and prior versions is **not** available

- o Unless otherwise contracted, support for Versions 5.x, 6.x, 7.x, 8.x, 9.x extends to Replacement Perpetual keys only with no fixed delivery turnaround time

- o Installations of PROIV must be at the same Support Level e.g. it is not permitted to have one installation on Gold support level, for the purpose of reporting issues and receiving fixes, and all other installations on Bronze support level. Any additional licenses must be purchased with the requisite contracted support level.

- o Downgrade to Bronze support level is only permitted at the end of the contracted support term

- o Upgrade to Gold support level can be made at any time but will be subject to a pro-rata increase in fees to the end of the contracted support term.