

# ASAPIO Support Terms (+ Premium Support)

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## DEFINITIONS:

**Response Time:** The time period between the first contact with ASAPIO support and the response from a support technician confirming receipt of the support request.

**Resolution Time:** The period between receiving the support request (including error description and access to the SAP system) and providing the customer with a proposed solution.

**Severity 1:** A critical error in a production system, the ASAPIO software cannot be used. There is no known workaround.

**Severity 2:** An error that is either a critical error for which a workaround exists or a non-critical error that significantly affects the functionality of the ASAPIO software.

**Severity 3:** An isolated or uncritical error that does not significantly affect the functionality of the ASAPIO software. Only certain insignificant functions are affected.

**SLA:** percentage of support requests processed within response or resolution times, per contract year.

## 1 SCOPE OF SUPPORT SERVICES

**Corrections:** ASAPIO will provide program code corrections for the licensed ASAPIO software and components.

**Updates:** ASAPIO may, at its sole discretion, provide enhancements and functional improvements in new software releases. Customer has the right to receive and use these software releases.

The installation of the corrections and updates is not included in the scope of services.

## 2 SUPPORTED SOFTWARE

**Software:** ASAPIO Integration Add-on and components.

**Supported versions:** Software versions are supported for up to two (2) years from the date of their release, if newer versions were released.

## 3 MEANS OF CONTACT

Possible contact channels for support requests are:

**Ticket system:** <https://support.asapio.com>

**E-mail:** [aci.support@asapio.com](mailto:aci.support@asapio.com)

Regardless of how the support request was reported, a ticket will be created in the ASAPIO ticket system.

Answers from the ticket system will be sent by e-mail to the creator of the support request.

Answers from the ticket system can be answered by e-mail. It is not necessary to register with the ticket system. After registration in the ticket system, the progress of the support request can be tracked by the customer using the received ticket reference.

## 4 LANGUAGE

The support is provided in English. The customer can also create support requests in German, the answers will be in English.

## 5 ACCESS TO SAP SYSTEMS

If requested from ASAPIO for a support request, the customer will provide system access (via common remote connection techniques) and all required users and authorizations on the affected SAP system, free of charge.

## 6 SUPPORT PARTNERS

The Customer agrees that ASAPIO may use subcontractors for the provision of support services.

## 7 SERVICE HOURS

**Business Days:** Monday to Friday, except for German public holidays.

**Business Hours:** 9am to 5pm, CET/CEST.

## 8 RESPONSE AND RESOLUTION TIMES

Severity (ticket priority)	Response time (days*)	Resolution time (days*)	SLA (% within times)
1 (High)	1d	3d	90%
2 (Medium)	2d	5d	90%
3 (Low)	5d	10d	90%

For Customers with Premium Support contracts\*\*:

Severity (ticket priority)	Response time	Resolution time (days*)	SLA (% within times)
1 (High)	4 hours	2d	90%
2 (Medium)	8 hours	3d	90%
3 (Low)	2d	5d	90%

\* Business days according to (7)

\*\* Additional fees apply

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