

STAR Analytics Technical Support Plan

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Plan Overview

STAR Analytics is committed to being the superior service provider for our software products and solutions. STAR Analytics Support Services delivers a high level of reliable technical support to assist in the implementation and maintenance of STAR Integration Server (SIS), protecting your investment in hardware and software infrastructure.

As part of our commitment, we continually seek ways of improving performance in handling our client's technical support needs. The purpose of this document is to provide clients insight into the processes, procedures, and response targets for client technical support requests that help meet our commitments to our clients.

Contacting STAR Analytics Client Support

When requesting technical support, clients should contact the STAR Analytics Client Support office. Please refer to the Support Center Online Web Site for the latest information regarding hours of operation, phone numbers, and email addresses.

To best serve our clients needs, a variety of methods are available to contact Client Support.

1. Support Center Online

As part of STAR Analytics' commitment to superior client service, we provide a comprehensive and feature rich Client Support Web Site. There are many self-help options available on the site, including:

- ☒ Support Ticket Submission and Tracking – 24-hour availability to submit support tickets online, forwarded directly to our Support representatives. Submitted support tickets can also be tracked for updates on status, resolution, etc.
- ☒ Online Knowledge Base Library – The Knowledge Base Library offers technical documentation describing common issues and their solutions.
- ☒ Download Center – All SIS software, upgrades, patches and documentation are available here for immediate download.
- ☒ Discussion Forum – share and discuss issues with the STAR Analytics community.

This exclusive service is available only to STAR Analytics clients who retain a SIS Support Agreement.

2. E-mail Support:

Technical Support can also be accessed via electronic mail. Generally, this is used as a backup in cases where the support web site is unavailable for online support ticket submission. In general, clients should use the Support Center Online Support Ticket form for support. The email address for support is support@staranalytics.com.

3. Telephone Support:

STAR Analytics Client Support is available by telephone to receive technical support tickets. A Client Support Engineer will answer the call and address client requests. Telephone support is available during the business hours of M-F 9:00 am – 6:00 pm PST, excluding holidays.

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Client Support Organization

STAR Analytics is committed to resolving client problems quickly and professionally. To meet the needs of our Clients, our Client Support Organization is staffed with highly skilled support engineers. This allows our clients to have quick access to someone who has the technical ability to solve any problem or issue.

The infrastructure for this plan is centered on our Support Center Online Website, which allows issues to be submitted, tracked and resolved in the timeliest manner.

Client Support Ticket

When a client contacts the STAR Analytics Client Support team via the Web, e-mail, or telephone, a Client Support Engineer (CSE) will address their request. The CSE will confirm that the client is currently covered under their applicable software support agreement, and open a new or existing support ticket for the client on the Support Center Online Website. A unique ID # is assigned to the support ticket and provided to the client. The CSE will then perform the Tier 1 support activities for the client support ticket.

Tier I Support

CSE's communicate with client to gather all appropriate technical information needed and then attempt to find a solution. The CSE's are well-trained and very knowledgeable of SIS applications, tools, and client environments. Most of the support tickets are handled and ultimately resolved at this level. The Tier I CSE responsibilities include:

Online Support

- ✘ Receive incoming client tickets for support either by Web, e-mail or phone. The CSE will assign a Support Ticket ID # to the support ticket, or it will be assigned automatically in the case of web-submitted support ticket.
- ✘ Enter data into the support ticket log describing the problem and assign a severity to the support ticket (please refer to the "[Assignment of Support Ticket Severity](#)" section below).
- ✘ Provide clients with a resolution and based upon the clients' feedback, "Resolve" the support ticket. A resolution is generally one of the following: an answer to a client question, a suggestion of how to accomplish a particular task, or a workaround to a product issue. Note that a client support ticket will, in most cases, will not be closed until the CSE and client are in agreement.
- ✘ For those problems not solved during the first contact with the client, the CSE will tell the client what they should expect to happen next and when they will hear back from the CSE. The CSE will begin the process described below in 'Offline Support'.

Offline Support

- ✘ Investigate 'Pending' logs in order to provide a resolution to support tickets.
- ✘ If after a reasonable amount of troubleshooting and problem-solving a support ticket is still unresolved, escalate to Tier II support. Escalation typically results in assistance with research and troubleshooting of the issue. In most cases, ownership of the support ticket and communication with the client will continue to be the responsibility of the Tier I CSE assigned to the support ticket.

- ☒ Follow up with clients; contact clients in order to work through problems, answer questions, report status of a pending issue, update client expectations, get more information about a pending issue, request that a pending issue be 'Closed' if a satisfactory resolution has been provided.
- ☒ In situations where the product is not operating as documented, the CSE will report the problem back to the STAR Analytics Development Team. These reports are maintained in STAR Analytics issue tracking database

Tier II Support

If after a reasonable amount of troubleshooting and problem solving a support ticket is still unresolved, the support ticket will be escalated to the next level, Tier II. The Tier II level support team is comprised of engineers with extensive experience and expertise in our products. With this experience comes the knowledge and technical skills to resolve support tickets that could not be resolved by Tier I.

In general, Tier II tasks are entirely offline in nature and their responsibilities include the following:

- ☒ Work with clients and client support engineers to resolve escalated support tickets to the extent possible within the time limits set forth in the section "[Response and Resolution Targets](#)" below.
- ☒ Report product issues to the Development Team and recommend priorities to resolve these problems.
- ☒ Escalate unresolved support tickets to Tier III according to the guidelines set forth in this document. Work closely with Tier III engineers to analyze, understand, and resolve difficult 'Pending' issues.

Tier III Support

If a support ticket is still not resolved by Tier II level support, the support ticket is then escalated to a Tier III level support team member for resolution. The Tier III level support team typically consists of STAR Analytics Engineer Team personnel.

In extreme cases where no workaround is available, the pending support ticket is a mission critical problem for the client, and it is determined that the problem is a defect in the product, Tier III support is capable of providing specific product patches to resolve the problem. This level of support is provided at the discretion of the Client Support Manager overseeing the particular product.

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Assignment of Support Ticket Severity

When a client has opened a service ticket and reaches a Tier I engineer, the engineer will assess the severity of the ticket based on the client's description of the problem. The severity of the support ticket will be recorded within the Support Ticket system.

The table below describes the definitions used in identifying and assigning a severity to the client's reported problem.

Severity Definitions	
Severity	Criteria
Critical	Client's production system is down. STAR Analytics product(s) is/are unusable resulting in total disruption of work or other critical business impact. No workaround is available.
High	Major feature/function failure. Operations are severely restricted. A workaround is not available.
Medium	Minor feature/function failure. Product does not operate as designed, minor impact on usage, acceptable workaround deployed.
Low	Minor problem. Documentation, general information, enhancement request, etc.

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Response and Resolution Targets

STAR Analytics Client Support response and resolution target are described below. The following definitions apply:

Response: When STAR Analytics Client Support receives a support ticket, a support engineer will provide feedback to the client that the ticket has been logged and assigned to the appropriate resource. The exact response (described below) will vary depending upon the support method used by the client, and the response time will commence as soon as the support ticket is received.

Business Hour and Business Day: The business hours for the Standard Client Support Program are M-F 9:00 AM – 6:00 PM PST, excluding holidays. The passage of time only occurs during the business hours. A business day is considered to be 8 business hours.

Web: A support engineer will assign a status and assess the severity, and update the support ticket to let the client know the ticket has been received. The name of the assigned CSE will also be provided. A Support Ticket ID# will be assigned immediately when the support ticket is submitted from the Web.

E-Mail: A CSE will reply to the e-mail with a Support Ticket ID# and a time frame when to expect a response or contain a request for additional information.

Phone: A CSE will answer the call, document product specific information in the support ticket, provide the client with a Support Ticket ID#, and begin Tier I support activities.

Resolution: An answer, fix, or a satisfactory workaround to the support ticket. The time for resolution begins once the CSE understands the issue and is able to reproduce the problem at hand.

Solution: The long-term resolution to the support ticket, problem, or question. A solution may be published to the Support Center Online Knowledge Base Library for other clients to access.

The table below outlines the Response and Resolutions Targets:

Response and Resolution Targets			
Severity	Target Response	Target Resolution*	Solution (1 or more of the following)
Critical	2 Business Hours	Within 2 Business Days	<ul style="list-style-type: none"> - Satisfactory workaround is provided. - Product patch is provided. - Fix incorporated into future release.
High	4 Business Hours	Within 5 Business Days	<ul style="list-style-type: none"> - Satisfactory workaround is provided. - Product patch is provided. - Fix incorporated into future release.
Medium	2 Business Days	Within 10 Business Days	<ul style="list-style-type: none"> - Answer to question is provided. - Satisfactory workaround is provided. - Fix incorporated into future release.
Low	3 Business Days	Within 15 Business Days	<ul style="list-style-type: none"> - Answer to question is provided. - Fix or workaround incorporated in future release.

- ❖ STAR Analytics will make every effort to meet such target resolution times. However, due to the nature and variety of client environments, circumstances may arise making the target resolution time unrealistic.

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Assignment of Service Ticket Status

When a client contacts STAR Analytics Support and requests help to resolve a question or problem, a support ticket is opened in our Support Management system. The following table describes the possible status that may be assigned to a service ticket.

Service Ticket Status Definition	
Status	Criteria
New/Open	A service ticket has just been submitted. It may be assigned to an individual or a queue. CSE has not responded yet to client.
Work In Progress	CSE has responded to the client regarding the receipt of the support ticket and is actively pursuing a resolution. The support ticket has been assigned to a CSE.
Need More Info	The CSE is not actively working on the resolution of the support ticket. Generally, this is due to information pending from the submitter of the support ticket that is necessary in order to resolve the issue.
Resolved	<p>Closed status reflects that:</p> <ul style="list-style-type: none"> - The client and the CSE agree that a satisfactory resolution has been provided, or - The client understands that there is not a solution to the problem at hand, and the problem is not a result of a product defect, or - The CSE has made multiple attempts to contact the client that opened the ticket and the client has not responded. <p>Electronic service tickets (Web, E-mail) may be closed when a CSE has provided an electronic reply with a high degree of confidence that his/her reply will resolve the issue or answer the question.</p>

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Escalation Procedures

During the process of resolving a client support ticket, the severity of the ticket may be increased and/or a higher level of authority might be notified. Support Ticket severity may be escalated internally when it is determined that the support ticket involves a time or system critical issue, an extremely complex problem, or an unreasonable amount of time has passed with no resolution. In the event that a client is not satisfied with the level of support, they may escalate a given support ticket to the Director of Client Support for STAR Analytics.

To escalate the issue, please call the Client Support Department and ask to speak to the Director of Client Support. Please specify the Support Ticket ID#, and the reason why the issue is being escalated.

Client Support Plan Summary

STAR Analytics is committed to provide superior client service to its clients. Staffed with highly trained software engineers, equipped with the right tools, and supported by a strong infrastructure, the Client Support Team is ready to resolve client questions and problems quickly and professionally.

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