



M2SYS Support Services

Customer Support Service Level Agreements

First Level Support Bronze Category



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Introduction

This document outlines first level support provided by M2SYS Customer Support. The data reflected herein may be treated separately with each agreement to ensure proper support will be provided to each customer regardless of their location or situation.

This document describes the Service Level Agreements (SLA's) and escalation procedures for identities contracted for First Level Support. A separate document is also available which reflects the policies and procedures for customers requiring Second Level Support. The manner in which these agreements are presented and marketed are determined by Marketing and Sales.

This Service Level Agreement was developed for M2SYS Customers. Customers are those whose identities have subscribed to M2SYS products and services. This SLA sets forth the policies, procedures and service levels M2SYS Customer Support follows and delivers to these customers. This standard level of service is provided to all license customers that have purchased M2SYS maintenance and support services. Only support through the M2SYS Support Portal will be provided for customers that have not purchased Premium Support services or are not eligible for Premium Support services and do not have a valid support ID number.

SLA Warranty Period: Ongoing as per customer contract

Parties Involved: M2SYS Support Services

Hours of Operation

The customer Support Portal is operational 24 hours a day, 7 days a week. Telephone Customer Support is available Monday through Friday, 9:00 a.m. to 6:00 p.m., Eastern Time only for Premium Support customers that are entitled to telephone support. Responses to support tickets will also typically occur within these hours. Second Level personnel are scheduled on-call equipped with laptops and Blackberries that enable them to respond quickly to escalated issues.

Phone Numbers

Premium Support customers that are entitled to phone support should call:

1-770-393-0986 ext. 2

If all Customer Support Analysts are busy, the customer may also enter a support ticket in the M2SYS Support Portal at <http://support.m2sys.com> or leave a voice mail for the Customer Support Analyst. Calls are typically returned according to the assigned support priority level.



Support Offerings

Not only is M2SYS revolutionizing the method of biometric technology adoption, we are also setting the standard for superior support. We provide dedicated, knowledgeable support teams located in our US and Asia offices, which are available nearly 24 hours a day, 7 days a week to provide expert guidance in a professional and courteous manner.

M2SYS provides support packages that are tailored to meet the specific needs of our customers. Standard Support is included with the purchase of any of our software products. Customers searching for enhanced support services have the option of leveraging our Premium Support package, which includes telephone support, knowledge base access, and priority response time.

Support Offerings:

Standard Support is included in the purchase price of all M2SYS products and includes access to the support portal, technical documentation, and the knowledge base. **Since priority support is given only to Premium Support customers**, it is recommended that you purchase a Premium Support package if you need to receive faster response times.

Premium Support offers significantly faster response times compared to Standard Support, knowledge base access, and scheduled telephone support sessions for Silver and Gold support customers. All other customers who require prompt telephone access to our in-house expertise must purchase individual [Support Incident Credits](#) to receive telephone support.

Support Feature	Standard Support	Premium Support		
		Bronze	Silver	Gold
Support portal access	Included	Included	Included	Included
Technical documentation	Included	Included	Included	Included
Knowledge base access	Included	Included	Included	Included
Software upgrades	\$99	Included	Included	Included
Priority response time	Level 1	Level 2	Level 3	Level 4
Scheduled telephone support	None	Included with Incident Credits*	Included	Included
Single incident support credit	N/A	\$99	N/A	N/A
Additional 5 incident credits	N/A	\$449	N/A	N/A
Additional 10 incident credits	N/A	\$899	N/A	N/A

* Integrators with a bundled support/maintenance package automatically receive unlimited incident credits.

Please refer to your support Service Level Agreement for a more detailed description of support actions, parameters, operating procedure and response times.



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M2SYS Customer Support offers the following products and services to ensure that your support requests are handled with optimized efficiency and organization:

Support Portal

The online Support Portal gives you the opportunity to submit new tickets, communicate directly with Customer Support from one central location, upload file attachments that are associated with your tickets, track the status of your existing tickets, and review past tickets. The Support Portal also enables you to submit defects and track the resolution status of all outstanding defects.

Knowledge Base

Through the online Support Portal, you can access an extensive knowledge base to find answers to frequently asked questions about the specific products that you have purchased from M2SYS.

Prioritized Response Time

Response time is prioritized based on the issue severity, customer service tier, and account status. M2SYS experts will assist on a timely basis based on these factors.

Ticket Assignment

Each incident is independently tracked and is issued a ticket number.

Live Phone Support

For Premium Support customers, customers can call the M2SYS experts from 9 a.m. to 6 p.m. ET, Monday through Friday, excluding holidays.

Software Maintenance

Purchasing the Premium Support package also entitles you to all M2SYS software maintenance releases. These releases include defect resolution, enhanced functionality, and support for various operating environments.

Our support staff takes great pride in providing quick and courteous responses to your requests, and we continually strive to exceed expectations when helping with your integration, installation, or configuration issues.

If you are interested in receiving Premium Support, please contact a representative at:

Email: sales@m2sys.com

Phone: (770) 393-0986 ext. 1

If you are an existing customer with a support request, please visit our online support portal:

<http://support.m2sys.com>



Support Definition

First Level Support

M2SYS Customer Support provides first level support when the Customer does not maintain a support desk for the biometrics system. In this case the Customer will submit a support ticket through the M2SYS Support Portal: <http://support.m2sys.com>. Premium Support Customers that are entitled to telephone support may also contact the M2SYS First Level support desk by dialing the numbers listed previously under the heading “[Phone Numbers](#)”.

Reporting of any “Critical” level issues by the Customer (see “[Priority Levels](#)”) to M2SYS Customer Support should be conducted by phone unless the Customer is not eligible or has not paid for telephone access.

Support Actions

M2SYS Customer Support staff will be trained on the operation of the M2SYS software and will be able to reasonably perform the following functions and services:

- Determine if the user problem is related to hardware, software (M2SYS, operating system, or the software into which the biometrics system has been integrated), network infrastructure, local operational environment or user training.
- Locate and relate any established work around for problems to the user.
- Document all M2SYS related software issues in detail within the Support Portal and relay the case number to the customer.
- Assist the user through all necessary steps to identify the source of a local operational problem and take corrective action if possible.
- Determine the severity and need for further training and offer to schedule that instruction.
- Maintain a library of software workarounds.
- Contact users of M2SYS software or vendors who interface with the application in order to pass application operational information to them.

M2SYS will maintain a Support Desk to communicate with the Customer for the purpose of receiving detailed problem information and for notifying Customer of the status of reported problems. Under specific circumstances, where it is deemed necessary by M2SYS to do so, Customer Support in concert with the Customer, will contact a third party directly in order to obtain additional information about a problem, which cannot be obtained solely from the problem originator.

Support Parameters

M2SYS Customer Support will only provide Premium Support for M2SYS products or services and only to Premium Support customers that have an active Support Status. Customers that do not have an active Support Status will be advised that their Support Status is inactive. An inactive Support Status will require the Customer to renew its status or purchase additional Software Support Incident Credits to receive telephone support (if eligible). The Customer will provide hardware and software maintenance for all hardware and software owned by, or licensed to, the Customer with the exception of the M2SYS Software, which will be maintained by M2SYS during the course of the Agreement.



Supported Proprietary Software

The items covered below constitute the software currently available and do not include any new products which may be developed. Approval will be required to add to this list. When Customer Support receives an issue it is unable to resolve, the issue will be assigned to another resource within M2SYS, or an external vendor. Calls will be resolved based on severity levels described in [Section 3](#) of this document.

Proprietary software is an application customized to meet the business requirements of the customer.

Supported proprietary software includes:

- Hybrid Biometric Platform™
- Bio-Plugin™
- Bio-SnapOn™
- Bio-Hyperpliance™
- RightPunch™
- RightPatient™
- RightPOS™

Standard Operating Procedure

For each call received Customer Support will:

Determine customer support type:

- Standard
 1. Direct customer to [M2SYS Support Portal](#) to submit a ticket.
- Premium
 1. Create a ticket in the Support Portal recording the issue in detail.
 2. Establish severity level and priority.
 3. Inform Customer of expected response time based on Customer's support category (Bronze, Silver, Gold).
 4. If Customer requires/requests live/telephone support:
 - If Bronze category:
 - a. M2SYS representative processes payment for Incident Credit.
 - If Silver or Gold category:
 - a. Schedules support session within expected response time and add this information to the ticket.
 5. If priority "Critical" issue, contact Customer directly within the expected response time.

On each issue an Analyst should ask for the caller's name, phone number and a description of the problem. The Analyst will create a ticket in the Support Portal and communicate a ticket number to the customer. A severity level will be determined and then appropriately escalated.



Priority Levels

The priority level is how the importance of a support request is categorized. The Customer is responsible for presenting a clear and accurate description of the problem so that Customer Support can best determine the severity of the problem.

Response Time

This measurement is the maximum period of time it will take Customer Support to provide an update on an issue. Response time is not equivalent to resolution time. The customer will receive an initial update within the established response time to confirm a technician, programmer or system administrator has acknowledged the issue. Customer Support will provide periodic updates thereafter until the issue is resolved.

Resolution Time

This measurement is the time it takes to resolve an issue. It starts after Customer Support has been notified of the problem. The resolution time is different for each situation and cannot be determined until the appropriate technical support personnel have reviewed the issue.

Closure

Only the Customer can give permission to close a ticket. When the issue is resolved Customer Support will contact the customer for resolution approval.

Priority Levels are outlined as follows:

Priority “Critical”: Four (4) Hour customer response time

- Production Biometric Server is down.
- Production Biometric Servers are inaccessible or are experiencing significant performance degradation.
- Groups of users are unable to process transactions due to other application or infrastructure problem.
- Production and Demo instances are down while training classes and/or sales demonstrations are being conducted.

Procedure:

- a) A priority “Critical” problem is identified.
- b) The following information is gathered on the problem
 - Full Error Message
 - Affected Users
 - Approximate Start Time
 - Extraordinary circumstances occurring when the outage started
 - Any other relative and useful information describing the problem
- c) The on-call group responsible for troubleshooting/resolving the problem is contacted immediately and provided with the above information.



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- d) The Customer is updated with the problem status and ETA within four (4) hours of the initial report.
- e) A ticket is opened listing the above information.
- f) Management Notification is performed including the information listed below
 - Affected System
 - Start Time
 - Affected Customers
 - Owning Group
 - Resolution ETA
 - Final resolution time
- g) The ticket and Customer are updated regularly until the issue has been resolved.

Escalation:

If the on-call personnel who own the issue do not meet the designated deadline for an update, escalate to management and inform the customer.

Priority "High": Three (3) Day customer response time

- Problems associated with an individual's inability to access the system or process transactions.
- Individuals unable to enroll, identify, or verify biometric templates.
- Corporate system problems that effect M2SYS' ability to support their customer base (such as email, internal network, CRM, etc.)

Procedure:

- a) A "High" priority problem is identified.
- b) The following information is gathered on the problem
 - Full Error Message
 - Affected Users
 - Approximate Start Time
 - Extraordinary circumstances occurring when the problem began
 - Any other relative and useful information describing the problem
- c) An internal group responsible for troubleshooting/resolving the problem is contacted and provided with the above information.
- d) The Customer is updated with current status and ETA within three (3) days of the initial report
- e) A ticket is opened detailing above information.
- f) The ticket and customer are updated periodically until the issue is resolved.

Escalation:

If the internal group responsible for providing updates to Customer Support does not meet the designated deadline, escalate to management and inform the customer.



Priority "Medium": Seven (7) Day customer response time

- Individual or group loss of non-critical functionality

Procedure:

- a) A "Medium" problem is identified.
- b) The following information is gathered about the problem
 - Full Error Message
 - Start Time
 - Circumstances occurring when the problem began
 - Any other relative and useful information describing the problem
- c) If Customer Support can resolve the issue log the ticket including the above information.
- d) If Customer Support cannot resolve it log the ticket and send it to the appropriate work group for resolution.
- e) The Customer is updated with current status and ETA within seven (7) days of the initial report.
- f) The ticket and customer are updated periodically until the issue is resolved.

Escalation:

If the internal group responsible for providing updates to Customer Support does not meet the designated deadline, escalate to management and inform the customer.

Priority "Low"

- Enhancement requests
- Functionality questions
- Report requests
- Issues with a defined workaround procedure

Procedure:

Priority "Low" problems are not escalated. These are usually enhancement requests and questions that will be resolved as time allows.