



## Accruent Customer Support Policy

**Policies & Procedures Governing Accruent  
Maintenance & Support Offerings**

September 2017

## INTRODUCTION

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### Purpose

The purpose of this document is to detail the Accruent Customer Support Policy. Customer Support policies are subject to change at Accruent's discretion.

## ELIGIBILITY FOR ACCRUENT SUPPORT SERVICES

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As a customer, you can receive Accruent Support Services when:

- Purchased Accruent products are properly licensed with a current and valid maintenance contract with Accruent.
- You are registered with Accruent as a Customer Support Contact for your organization.

### Customer Support Designated Contacts

Designated Contacts are the primary liaison with Accruent Support. The role of the designated contact is to serve as the first level of support for your users, log support requests for everyone in your organization, and be the sole point of contact for Accruent Support in case of a technical problem. If qualified designated contacts are unavailable, Accruent's ability to resolve issues may be adversely affected. If Accruent receives an issue from a submitter that we believe lacks necessary product or technical knowledge to assist Accruent Support in resolution of your issue, we may refer support to someone within your organization with a more detailed understanding. Accruent provides direct support for up-to five Designated Contacts per product. Third-Party contacts (those without a direct relationship with Accruent) must route all support requests through the Designated Contacts. Customers with eligible products may purchase premium support services allowing additional Designated Contacts and/or Third-Party support.

## ACCRUENT SUPPORT

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### How to Contact Us – <http://www.accruent.com/support>

Accruent Customer Support is looking forward to working with you.

*We recommend that all support requests be submitted via one of our customer Community pages to enhance the process of reporting, tracking, and resolving requests. You can find the most up-to-date contact information at <http://www.accruent.com/support>.*

Accruent Support consists of remote assistance with issues via Accruent Customer Communities, email, and phone support during standard business hours. Accruent's standard business hours are 8AM – 8PM EST, except for Accruent observed holidays posted on Accruent Support Contacts page. Customers with eligible products with purchased premium support may call 24x7, including Holidays.

Accruent provides support in English. Customers with eligible products may purchase support services in additional languages subject to availability.

Accruent Support is provided for problems in the current and supported Accruent releases, running unaltered on designated supported database products, office suite products, web browsers and operating systems as specified in Accruent documentation. Accruent shall only be obligated to provide support for the software as delivered by Accruent. Accruent shall have no obligation to provide Maintenance for any software that has been altered or modified by any party, other than Accruent.

## Registering for Accruent Support

To register your support contacts for applicable Accruent Customer Communities, send the following information to [support@accruent.com](mailto:support@accruent.com) with the subject "Customer Community User Request."

First and Last Name

Company

Phone

Email

Title

Accruent Product

## Logging a Support Request

Before contacting Accruent Support, please follow the process provided below:

- Ensure you have registered as a Designated Contact with Accruent Support.
- Ensure you are using the software within a supported system configuration.
- Review the product documentation such as in application Help and Knowledge Base articles provided in your Product's Community.

When submitting a support request, in the Subject line, provide a relevant summary that describes the issue at a high level. Requests requiring in depth troubleshooting, can be accelerated by utilizing the Description field to clearly convey your issue. We recommend the following format (a copy/paste template provided below):

*Issue/Steps to Reproduce:*

*Expected Behavior:*

*Actual Behavior:*

*Impact to business:*

**Issue/Steps to Reproduce:** A description of the issue occurring. The more detail provided the better. The Issue should include the steps to reproduce the issue so that Support can begin troubleshooting.

**Expected Behavior:** The behavior you are *expecting* to happen when following the steps to reproduce provided. What *should* be occurring on the screen, or what results you *expect* when performing the steps to reproduce?

**Actual Behavior:** The behavior or issue as it is actually occurring. Screen shots demonstrating the issue are especially effective and can be submitted with your case.

**Impact to business:** The impact to your business when this issue occurs. Though all issues are important to Accruent, it is important to fully understand the impact on your organization. For example, when a report isn't working, is it used once a month by 3 users or 500 users that rely on the report twice a day?

## Accruent Customer Communities

Use Accruent Customer Communities 24x7 to meet other customers, share product enhancement ideas, learn best practices, network, collaborate and stay up to date on the latest Accruent products. Joining your product's Community is a great way to remain informed on all the newest features and how they can help your organization.

## Optional Support Services

Customers with eligible products may purchase premium support services allowing:

- Additional Designated Contacts
- Direct support for third parties such as vendors and contractors
- 24x7 support
- Additional Language Support
- Named Support Resource (point of contact)
- In-Region Customer Support
- Product Training
- Custom reporting assistance correction and troubleshooting

Contact your Accruent sales representative for additional information and pricing.

## ACCRUENT CASE SEVERITY AND RESPONSE TIMES

Accruent Support cases are classified using Severity. Severity must be provided when logging a case. Accruent will validate and adjust Severity when it does not match the criteria provided below.

Severity	Definition	Response Time
1*	Critical issue resulting in a complete system outage or major application failure, preventing a critical business process that has immediate financial impact or impact to data integrity. There is no workaround available.	1 business hour
2*	Serious issue preventing execution of a critical business process, causing disruption of a major business function. Major functionality is severely impaired. Serious impact on daily functions or processing and there is no acceptable workaround.	4 business hours
3	Issue that does not prevent the execution of a critical business process and does not impact data integrity. The problem may be circumvented using an available workaround.	2 business days
4	An inquiry and/or low system/business process impact issue. Examples include cosmetic defects on screens, errors in documentation, or question/how-to type requests.	3 business days

## Definitions

- **Response Time** - Response time is the time for Accruent Support to acknowledge requests, and there are no issues with account standing. Response time is not a resolution goal and should not be interpreted as a guarantee of service.
- **\*High Severity (Severity 1 or 2)** - Response time does not begin until receipt of a phone call to Accruent Support. Accruent recommends calling immediately confirming the impact and severity of the issue.
- **SaaS, Cloud, or Hosted Products** - Software owned, delivered and managed remotely by Accruent for use by a customer on a subscription or licensed basis.
- **On-Premise Product** - On-premise software is installed and run on computers on the premises (in the building) of the person or organization using the software. The hosting and hardware maintenance for the environment are generally the customer's responsibility.
- **Software Updates** - Updates are subsequent releases to the software purchased that Accruent makes generally available to its current Maintenance customers. Updates include major and minor subsequent releases of software, service packs, hot fixes or error corrections, as well as software documentation updates. Updates do not include optional, additional, customizations, or future products that Accruent licenses separately. Customized software including but not limited to APIs, reports, or other integrations created by Accruent Professional Services are covered under a separate agreement with Accruent Professional Services. Updates are provided when available, and Accruent is under no obligation to develop any future software or functionality. Non- Software-as-a-Service product updates may require installation services covered under a separate Accruent Professional Services agreement. Contact your sales representative for further details.

## CUSTOMER RESPONSIBILITIES

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### General Responsibilities

- Provide Accruent with relevant diagnostic information including log files, configuration, and error messages.
- Create individual, unique cases for each problem.
- Provide Accruent with access to required personnel and equipment during normal business hours. This access may require the ability to provide system logs and/or allow Accruent to view a user's system via screensharing or other utilities.
- Cooperate with Accruent Support to carry out procedures and recommendations for error correction or malfunctions within a reasonable time after such procedures have been received from Accruent.
- Respond to updates and additional requests for information. Failure to respond in a timely manner may result in reclassification of your case.
- Provide accurate business contact names, phone numbers and email addresses for Designated Contacts.

### On Premise Customer Responsibilities

- Ability to access the equipment on which the software is operating and obtain the same access at the highest privilege level.
- Supervision, control and management of the software. Protection of information and the implementation of backup facilities in the event of errors or malfunction of the software or equipment. Accruent is not responsible for the loss of information or data while performing maintenance.
- Maintenance and support of hardware and software technologies.

## Environment Access Responsibilities

If Accruent is not able to identify the root cause of the issue based on case information, Accruent will request one of the following approaches for continued troubleshooting efforts:

1. Set up a screen sharing session so that your support contact can demonstrate the issue and work with the Accruent support resource to troubleshoot the issue within the customer's environment.
2. For on premise customers, request a database backup (and application files as needed) to replicate in an in-house environment if necessary.
3. In exceptional scenarios, Accruent will work with the customer contact to gain VPN access when needed to directly troubleshoot within a customer's environment if the screen sharing approach is not sufficient.

Should you opt to not fully meet or perform your responsibilities as outlined above, Accruent's ability to provide you with full and complete support under these policies will be significantly impaired. In this situation, Accruent will provide best-effort services and support described in this policy.

## GENERAL LIMITATIONS

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Maintenance does not include support for issues/requests arising from or related to the following:

- Reporting assistance outside of functional validation of supporting systems, data availability and standardized reports, operations, procedures or workflows
- SaaS and On-Premise:
  - Improper installation by customer or use of the software and its integrations that deviates from any operating procedures established by Accruent in the applicable documentation
  - Modification, alteration, addition, or attempted change of the software or its integrations, undertaken by persons other than Accruent or Accruent's authorized representatives
  - Hardware or software not provided by Accruent including but not limited to: database products, office suite products, web browsers and operating systems
- On-Premise Only:
  - Accident; unusual physical, electrical or electromagnetic stress; neglect; misuse; failure of electric power; air conditioning or humidity control; operation of the software with other media not meeting or not maintained in accordance with the manufacturer's specifications; or causes other than ordinary use
  - Software versions more than two major releases older than the latest commercially available major release. Accruent may provide support for older software revisions on a best-effort basis with extended response times
  - Modification of the software to run with new and future versions of the operating system, database, middleware or models of hardware
  - Installation of software updates unless otherwise specified in your Accruent Professional Services Statement of Work (SOW)

## OUT OF SCOPE SERVICES

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Accruent Support has no obligation to provide any service other than those set forth in this Maintenance policy and paid for by the customer. Maintenance services exclude the following, any of which may be obtained from Accruent on an as-available basis:

- On-site troubleshooting
- Implementation services and/or installation services
- Data migration, conversion, transfer, scripting or any other manipulation tasks
- Business process, data interpretation, and/or consultation services
- Personnel training services
- Custom Integrations and any other “customizations”, including but not limited to custom pages, custom reports, and custom database modifications
- Updates provided to the product under Maintenance services do not include upgrades to customized software, APIs nor other Accruent Professional Services works. Such customization upgrades may be subject to additional fees as specified in your Accruent Professional Services Statements of Work (SOW)
- Completing tasks for users, including but not limited to data entry, system setup, record maintenance, report execution, hardware or non-Licensed Software updates

Products sold by a company acquired by Accruent will be covered under the original purchased Terms and Conditions until time of service renewal.

## 2017 CORPORATE HOLIDAYS AT ACCRUENT

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### UNITED STATES

Jan 02  
Feb 20  
Apr 14  
May 29  
Jul 03  
Jul 04  
Sep 04  
Nov 23  
Nov 24  
Dec 25  
Dec 26

### CANADA

Jan 02  
Feb 20  
Apr 14  
May 22  
Jun 30  
Aug 07  
Sep 04  
Oct 09  
Nov 10  
Dec 25  
Dec 26

### UNITED KINGDOM

Jan 02  
Apr 14  
Apr 17  
May 01  
May 29  
Aug 28  
Dec 25  
Dec 26

### INDIA

Jan 26  
Feb 24  
Mar 29  
Apr 05  
May 01  
Aug 15  
Aug 25  
Oct 02  
Oct 18  
Oct 25

### ISREAL

Apr 10  
Apr 11  
Apr 17  
May 01  
May 02  
May 30  
May 31  
Sep 20  
Sep 21  
Sep 22  
Sep 29  
Oct 04  
Oct 05  
Oct 11  
Oct 12

### MEXICO

Jan 02  
Feb 06  
Mar 20  
Apr 13  
Apr 14  
May 01  
May 31  
Sep 15  
Nov 20  
Dec 12  
Dec 25  
Dec 26

### SINGAPORE

Jan 02  
Jan 30  
Apr 14  
May 01  
May 10  
Jun 26  
Aug 09  
Sep 01  
Oct 18  
Dec 25

**Support Offerings**

**September 2017**

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