

Birst Support Guidelines and Service Level Objectives by Tier

February 2017



Connect to a New Level of Trusted Analytics.

BIRST SUPPORT GUIDELINES AND SERVICE LEVEL OBJECTIVES (SLOS)

We strive to support a highly-available, scalable and dependable business intelligence platform. Birst support defines and measures certain service level objectives (SLOs) to easily incorporate into your existing corporate service frameworks. Providing these simple and measurable objectives presents your internal business users and IT department with a transparent framework for understanding how Birst customer success and support will work with you.

ACCESS TO BIRST SUPPORT PORTAL

Birst production customers with a support portal account have access to file a support ticket. If you do not have a support portal account, please contact the Birst Admin at your company who does to proceed. This document is meant to help customers select the right severity and urgency level for cases. Moreover, this document will discuss response and resolution time for each severity based on the Support level for which your organization has contracted with Birst.

BIRST SUPPORT TEAM LOCATION & AVAILABILITY

The support team is located at Birst corporate headquarters in San Francisco, California with presence in India and elsewhere around the world too. Depending on your contracted Support level and location, our Support organization is available to help you for the hours outlined below.

STATUS OF SUPPORT CASE

New: Default status assigned when a case is created.

In Process: Support engineer assigned and working a case.

Waiting-Customer Response: Action required by customer. Support is awaiting a response in order to continue troubleshooting the case.

Resolved-Please Confirm: Action required by customer. Support believes case is resolved and requires customer confirmation. Please note, "resolved" does not mean case closed. However, if customer does not respond after a period of time, the case will then automatically be closed.

Resolved-Code Change Requested: Support has filed a case with engineering for a fix/enhancement into a Birst production release. Please note, "resolved" does not mean case closed. Customer will be notified of resolution when code change has been scheduled for a production release.

Closed: Case will be marked closed upon customer confirmation. Customer can close a case directly through the support portal by themselves.

SERVICE LEVEL DEFINITIONS

Service Availability: This is measured as the % of time the service is available, outside of scheduled maintenance periods.

System Response Time: The amount of time in seconds, it takes to log into the Birst system.

Support Response Time: The amount of time it takes in minutes, for Birst support to respond to new support incidents.

Support Availability: Birst support is available as defined below by the various Support Levels below.

Maintenance Notification Time: The minimum time in hours, for announcement of a scheduled maintenance event, occurring inside a scheduled maintenance period.

Scheduled Maintenance Periods: Regularly scheduled maintenance windows, occurring on a periodic basis.

Proactive Outage Notification: The amount of time to inform the customer of service issues in hours.

RFO Reporting: The amount of time for Birst to report reason for outage findings and mitigation steps.

BASIC SUPPORT

Basic Support is offered to all customers who have contracted with Birst to use its Birst Professional version. Basic Support entitles customers to:

- 1 Support during Local Business Hours.
- 2 1 named Support Contact.
- 3 Access to Support monitored Community Space.

SEVERITY LEVEL	DESCRIPTION	TARGET RESPONSE TIME
Critical [24/5 Support Available]	Severe business impact due to a non-functioning Birst feature.	4 Hours
Non-Critical [Local Business Hours Support Available]	A non-critical question about Birst functionality	1 Business Day

STANDARD SUPPORT

Standard Support is offered to all customers who have contracted with Birst to use its Birst Enterprise edition. Standard Support entitles customers to:

- 1 24x5 support for all S0/S1 level incidents
- 2 Local business hour support for all S2/S3/S4 incidents
- 3 2-4 Named Support Contacts, depending on contract size
 - a Primary Contract <\$100,000 per year entitles customer to 2 named Support contacts
 - b Primary Contract \$100,000-\$250,000 per year entitles customer to 3 named Support contacts
 - c Primary Contract >\$250,000 per year entitles customer to 4 named Support contacts

SEVERITY LEVEL	DESCRIPTION	TARGET RESPONSE TIME	TARGET RESOLUTION TIME
S0: No Access to Birst System meltdown [24/5 Support Available]	S0 Severity refers to a situation when NONE of the Birst Spaces are available for use. Birst Spaces are down or unavailable. A critical part of Birst functionality is unavailable or not working as documented or is inaccessible resulting in disruption of work.	2 Hours	8 Hours
S1: Space Down Need immediate assistance [24/5 Support Available]	S1 Severity refers to a situation when one or more Birst Space is unavailable OR there is a blocking production issue affecting all users that does not have any workaround. A critical part of Birst functionality is unavailable or not working as documented or is inaccessible resulting in disruption of work.	4 Hours	16 Hours
S2: Major Issue Help me now [Local Business Hours Support Available]	S2 Severity refers to a situation that significantly impacts performance for most users OR when major functionality is impacted for some or all users OR when work cannot be done in a non-production environment. Functionality works but performance is highly degraded beyond reasonable considerations OR the functionality is a critical piece of the business solution and not having it will reduce the value proposition of the Birst solution. No reasonable workaround is available.	8 Hours	5 Business Days
S3: Normal Take a look please [Local Business Hours Support Available]	S3 issues refer to an issue that affects some but not all users. A short-term workaround is available but may not work out in the long term. The problem affects a non-critical functionality.	1 Business Day	7 Business Days
S4: Low I am surviving but need assistance [Local Business Hours Support Available]	S4 refers to information request related to application capabilities, installation (Appliance) or configuration and minor problems not affecting service functionality. Missing or erroneous documentation. Technical questions related to Product Features.	2 Business Days	10 Business Days

PRIORITY SUPPORT

Priority Support is offered for an additional fee to customers who have contracted with Birst to use its Birst Enterprise edition. Priority Support entitles customers to:

- 1 24x7 support for all S0/S1 level incidents
- 2 24x5 for all S2/S3/S4 incidents
- 3 Up to 6 Named Support Contacts
- 4 Up to 2 named users for Birst's online training in its Learning Management System
- 5 Up to 5 hours per quarter of Developer Support
- 6 Quarterly Upgrade Readiness Consultations
- 7 1 complementary ticket to Birst FORWARD

SEVERITY LEVEL	DESCRIPTION	TARGET RESPONSE TIME	TARGET RESOLUTION TIME
S0: No Access to Birst System meltdown [24/7 Support Available]	S0 Severity refers to a situation when NONE of the Birst Spaces are available for use. Birst Spaces are down or unavailable A critical part of Birst functionality is unavailable or not working as documented or is inaccessible resulting in disruption of work.	1 Hour	4 Hours
S1: Space Down Need immediate assistance [24/7 Support Available]	S1 Severity refers to a situation when one or more Birst Space is unavailable OR there is a blocking production issue affecting all users that does not have any workaround. A critical part of Birst functionality is unavailable or not working as documented or is inaccessible resulting in disruption of work.	2 Hours	8 Hours
S2: Major Issue Help me now [24/5 Support Available]	S2 Severity refers to a situation that significantly impacts performance for most users OR when major functionality is impacted for some or all users OR when work cannot be done in a non-production environment. Functionality works but performance is highly degraded beyond reasonable considerations OR the functionality is a critical piece of the business solution and not having it will reduce the value proposition of the Birst solution. No reasonable workaround is available.	4 Hours	3 Business Days
S3: Normal Take a look please [24/5 Support Available]	S3 issues refer to an issue that affects some but not all users. A short-term workaround is available but may not work out in the long term. The problem affects a non-critical functionality.	8 Hours	5 Business Days
S4: Low I am surviving but need assistance [24/5 Support Available]	S4 refers to information request related to application capabilities, installation (Appliance) or configuration and minor problems not affecting service functionality Missing or erroneous documentation Technical questions related to Product Features	12 Hours	8 Business Days

STANDARD SUPPORT, RETIRED

This level of support was offered to all Birst customers until January 31, 2017 and is still in effect for customers that:

- 1 Are still in the initial contract term of their relationship with Birst and
- 2 Have an effective date of their initial contract with Birst of January 31, 2017 or earlier.

The Support Level Objectives and other definitions for Standard Support, Retired are outlined below.

Severity of Support Case

SEVERITY LEVEL	DESCRIPTION	TARGET RESPONSE TIME	TARGET RESOLUTION TIME
S0: No Access to Birst System System meltdown [24/7 Support Available]	S0 Severity refers to a situation when NONE of the Birst Spaces are available for use. Birst Spaces are down or unavailable A critical part of Birst functionality is unavailable or not working as documented or is inaccessible resulting in disruption of work. Birst commits to providing 24x7 support to S0 and S1 issues related to a cloud outage or service interruption with the understanding that the customer will also assign dedicated resources to work with Birst Support until the issue is resolved.	1 Hour	3 Hours
S1: Space Down Need immediate assistance [24/7 Support Available]	S1 Severity refers to a situation when one or more Birst Space is unavailable OR there is a blocking production issue affecting all users that does not have any workaround. Birst Space is down or unavailable A critical part of Birst functionality is unavailable or not working as documented or is inaccessible resulting in disruption of work. Birst commits to providing 24x7 support to S0 and S1 issues related to a cloud outage or service interruption with the understanding that the customer will also assign dedicated resources to work with Birst Support until the issue is resolved.	4 Hours	8 Hours
S2: Major Issue Help me now [24/5 Support Available]	S2 Severity refers to a situation that significantly impact performance for most users OR when major functionality is impacted for some or all users OR when work cannot be done in a non-production environment. Functionality works but performance is highly degraded beyond reasonable considerations OR the functionality is a critical piece of the business solution and not having it will reduce the value proposition of the Birst solution. No reasonable workaround is available.	8 Hours	3 Business Days
S3: Normal Take a look please [24/5 Support Available]	S3 issues refer to an issue that affects some but not all users. A short-term workaround is available but may not work out in the long term. The problem affects a non-critical functionality.	16 Hours	5 Business Days
S4: Low I am surviving but need assistance [24/5 Support Available]	S4 refers to information request related to application capabilities, installation (Appliance) or configuration and minor problems not affecting service functionality Missing or erroneous documentation Technical questions related to Product Features	24 Hours	10 Business Days

Status of Support Case

New: Default status assigned when a case is created.

In Process: Support engineer assigned and working a case.

Waiting-Customer Response: Action required by customer. Support is awaiting a response in order to continue troubleshooting the case.

Resolved-Please Confirm: Action required by customer. Support believes case is resolved and requires customer confirmation. Please note, "resolved" does not mean case closed. However, if customer does not respond after a period of time, the case will then automatically be closed.

- Auto close reminder email will be sent >
- S0- No Access to Birst: 1 Business Day
- S1- Space Down: 1 Business Day
- S2- Major Issue: 3 Business Days
- S3- Normal: 5 Business Days
- S4- Low: 5 Business Days

Resolved-Code Change Requested: Support has filed a case with engineering for a fix/enhancement into a Birst production release. Please note, "resolved" does not mean case closed. Customer will be notified of resolution when code change has been scheduled for a production release.

Closed: Case will be marked as Closed upon customer confirmation OR when customers themselves close the case directly through the support portal.

Service Level Definitions

Service Availability: This is measured as the % of time the service is available, outside of scheduled maintenance periods.

System Response Time: The amount of time in seconds, it takes to log into the Birst system.

Support Response Time: The amount of time it takes in minutes, for Birst support to respond to new support incidents, as defined by incident severity level.

Support Availability: Birst support is available 24/7 for production blocking cases (S0 and S1) and 24/5 for all other case types (S2, S3, and S4).

Maintenance Notification Time: The minimum time in hours, for announcement of a scheduled maintenance event, occurring inside a scheduled maintenance period.

Scheduled Maintenance Periods: Regularly scheduled maintenance windows, occurring on a periodic basis.

Proactive Outage Notification: The amount of time to inform the customer of service issues in hours.

RFO Reporting: The amount of time for Birst to report reason for outage findings and mitigation steps.

