



// Discover to Manage

# Support & Maintenance Plan

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## Welcome

Dear Customer,

We are pleased to welcome you as a Maintenance Plan customer with Raynet GmbH. We are sure that you will find your technical support agreement is a convenient way for your company to make the most of our products.

Ours is truly a business whose future depends upon the satisfaction of our customers. You can rest assured that we will strive to provide you with the best and most efficient support service possible. Thank you for purchasing a Raynet Maintenance Plan for your business needs. We look forward to serving you.

Sincerely

Your Raynet Support Team

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## Raynet Maintenance Plan – Getting started

Thank you for purchasing a Raynet Maintenance Plan! Depending on the product you just licensed, your Maintenance Plan may include an entitlement for up to three named contacts to receive technical support and provides you many benefits, including:

- Free updates during the period of your maintenance contract.
- Access to our online resources which are available 24 x 7
- Submit unlimited support requests during the period of your maintenance contract.
- Transferable to another named contact within your organization if your responsibilities change

Do not hesitate to contact Raynet Sales or Raynet Support with any of your questions. Prior to contacting technical support, please ensure that you have your **Maintenance Contract ID** available and go to <https://raynetgmbh.zendesk.com/hc/en-us> to open a service request. You may have to register yourself if you open a request for the first time.

## My Maintenance Plan

Under the Silver Maintenance Plan, Raynet will provide the customer with the following services for the period of your contract (usually a period of 12-months from the date of the maintenance order).

## Web-based support

Raynet will provide the registered support contacts of the customer with access to its web-based helpdesk system, which enables its customers to create, track, and update support incidents and access the Raynet Knowledge Base. The web-based support can be accessed at <https://raynetgmbh.zendesk.com/hc/en-us>. Availability is subject to maintenance and reasonable downtime.



Support tickets can be submitted using the ticket templates which can be found here.

## Support Contacts

Raynet will provide support to the employees of the customer who are registered as support contacts. Each product allows for the number of contacts outlined below. Additional support contacts are subject to approval from the Raynet Sales Department. Please contact your Raynet sales representative for more details.

## Response Times

Raynet will provide a response to customer requests for support services within the time frame specified in the [Raynet Maintenance Chart](#). As used herein, Initial Response will mean the confirmation of the receipt of an error from customer, verifying the details of such an error, and delivering to customer, if applicable, (a) a list of additional information reasonably required by Raynet, and (b) a description of the assistance reasonably required by Raynet from customer to assist in the evaluation of the report and the analysis of the error or symptoms.

## Product Updates

Raynet will provide product updates (maintenance releases, additions, and modifications, and new minor versions of the software). Product updates will not include maintenance releases, additions, modifications, or major versions that Raynet considers to be a separate product, an optional module not yet purchased, or for which Raynet charges its customers extra or separately.

## Obligations

In order for Raynet to resolve a software issue, the customer must provide the technical personnel of Raynet with enough information regarding the issue in order to allow the technical support to reproduce the incident at Raynet's site. In the event that a software issue cannot be reproduced by Raynet, the customer must provide the technical employees of Raynet, e.g. with a copy of the customers database, a virtual image of their machine(s) to allow replication at Raynet's site or give an opportunity for a remote service session; otherwise the customer may experience higher than usual resolution and/or response times. Under the circumstances described above, it is possible that a desired outcome may not be achieved.



**Note:**

Raynet will not accept any actual customer source code. Raynet will endeavor to provide a resolution to the software issue or a temporary work around for the software issue as appropriate.

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## Escalation

Should a customer determine in good faith that the resolution or other service provided by Raynet is not reasonably satisfactory to customer, customer may escalate any concerns or issues directly to the Raynet Support Manager ([ManagerOnDuty@raynet.de](mailto:ManagerOnDuty@raynet.de)).

## Gold Maintenance Plan

In addition to the support contacts available to you through your maintenance plan the team at Raynet is at your disposal to assist you with any further inquiries you may have or to discuss with you additional solutions by Raynet that may be of benefit to you. Please use the following email address to contact your Raynet sales office: [sales@raynet.de](mailto:sales@raynet.de)

**Unlimited Number of Support Requests by Phone:** Starting with the Gold Maintenance Plan you will be able to not only open your support requests using our Support Panel, but you will also get the assistance of our Support Team by phone.

**Personal Support Contact:** A personal support contact will be available for you starting with the Gold Maintenance Plan.

**Access to Priority Support Channels for the Quickest Service:** You will gain access to Priority Support Channels which will offer the quickest service.

**Preferred Access to Beta Programs:** Starting with the Gold Maintenance Plan you will gain preferred access to our beta programs which will enable you to test our latest programs prior to their release.

**Support Plus:** Support plus which is part of the Gold & Platinum Maintenance Plan includes up to 10 remote web sessions with a maximum duration of up to one hour. These web sessions are ticket related and are meant for hands-on issues, how-to's, analysis of issues, and investigation of issues.

If the 10 sessions are consumed within the year, the customer has the option to buy additional sessions.

## Platinum Maintenance Plan

**Update/Upgrade Support:** The Update/Upgrade Support service which is part of the Platinum Maintenance Plan includes up to 5 working days a year, regardless of the number of updates/upgrades that are to be applied.

The updates/upgrades will be applied via remote activities unless agreed otherwise. In case of onsite updates/ upgrades travel expenses will be charged.

If any additional hours/days of services are required, the customer will receive 10% discount on the services rates.

**Health Check:** The Platinum Maintenance Plan includes one health check per year. This health check, which includes the analysis of the product installation and a report with recommendations, this may take up to two days and will be executed via a remote service.

If requested, the health check may be done onsite, which will lead to further expenses.

If any additional hours/days of services are required, the customer will receive 10% discount on the services rates.

**Support Plus:** Support plus which is part of the Gold & Platinum Maintenance Plan includes up to 10 remote web sessions with a maximum duration of up to one hour. These web sessions are ticket related and are meant for hands-on issues, how-to's, analysis of issues, and investigation of issues.

If the 10 sessions are consumed within the year, the customer has the option to buy additional sessions.

**Technical Account Manager:** A dedicated Technical Account Manager (the "TAM") who will be the

primary interface for the contact with support will be assigned to the customer is part of the Platinum Maintenance Plan. The customer may also request to speak to a preferred technical support agent when calling in for support assistance or may elect to speak to the first available technical support representative.

Additional one (1) scheduled conference call per month with your TAM is part of the Platinum Maintenance Plan. This call is meant to discuss operational issues, ticket reporting, enhancements, feature requests, and updates on the latest developments.

More information about the additional features of the Gold and Platinum Maintenance can be found in the [Raynet Maintenance Chart](#).

## How to get Technical Support

This section includes all information necessary to work with Raynet Technical Support.

### Scope of Technical Support

Raynet Technical Support offers advice, information, and troubleshooting assistance on issues arising from the direct use of our products. We work closely with our customers to determine the root cause of issues and provide recommendations for resolving them.

### Customer Obligations

In order for Raynet to resolve a software issue, the customer must provide the technical personnel of Raynet with enough information regarding the issue in order to allow the technical support to reproduce the incident at Raynet's site. In the event that a software issue cannot be reproduced by Raynet, the customer must provide the technical employees of Raynet, e.g., with a copy of the customers database, a virtual image of their machine(s) to allow replication at Raynet's site or give an opportunity for a remote service session; otherwise, the customer may experience higher than usual resolution and/or response times. Under the circumstances described above, it is possible that a desired outcome may not be achieved. Raynet will provide a resolution to the software issue or a temporary work around for the software issue as possible and appropriate.



**Note:**

Raynet will not accept any customer actual source code unless specifically requested by your technical support engineer. In cases of on-site activities from our consulting services please contact [sales@raynet.de](mailto:sales@raynet.de).

If you believe you have found an issue within a Raynet product, the engineer will investigate the issue and then determine which of the following categories it best fits under:

- **Raynet Product Issue:** The functionality is not working as expected due to an issue within a Raynet product. An engineer must be able to reproduce the issue within one of the products supported versions (see End of Life Matrix). Once an Issue has been verified, it is submitted to our engineering team and a BugTracker ID (reference number) will be created. The customer will be informed about this tracking number. This BugTracker ID will also be included in future release notes if they are fixed.
- **Third-Party Technology Issue or Limitation:** The functionality is not working as expected due to an issue or limitation within a third-party technology which was not delivered by Raynet. In this case, please contact the third-party technology vendor or appropriate service provider for additional assistance.
- **Feature Enhancement Request:** The functionality is working as expected. However, a product limitation prevents the desired behavior, or you need an additional customization to achieve the desired functionality. In this case, the engineer can submit a feature request to our engineering team, or you can contact our Consulting Services staff.

Raynet Technical Support cannot be responsible for resolving problems created by customizations beyond our product functionality or those made with third-party products. Raynet will not assume responsibility and control of projects, nor do we assume liability for Raynet Support Engineers altering these projects directly. In the course of supporting our customers, our engineers may determine that the software issue is not within the scope of technical support. In this event, Raynet Technical Support will provide an alternate resource, such as our Consulting Services staff, to allow you to pursue the issue for an additional fee.



## Technical Support Expectations and Response Times

Raynet Technical Support policies are designed with you in mind. In order to provide all of our valued customers with the same level of superior service, we have several guidelines.

**One Question per Support Incident:** When you have a problem, we are here to help. So that we can more accurately track the progress of your incident and provide excellent service, we kindly ask that you limit your questions to a single specific question per support incident opened.

If you need assistance with an entire process, instead of a specific question, our Consulting is there to help and can provide a complete walk-through via phone for key project tasks or create or modify your projects directly for an additional fee. The RayAcademy and our consultants also provide product training both on-site and at scheduled locations.

**Severity** – is defined in the following levels. This is a guideline which should help to categorize your service requests. This is used to steer our resources to the support requests where fast reaction is most needed.

- **Severity 1 (Urgent)** – this level should be selected if the problem at hand causes the whole product to stop working, if there is a security issue, if the failure affects a large part of your environment or if the problem causes a substantial business impact.
- **Severity 2 (High)** – this level should be selected if the reported problem causes a failure in an important module and large parts of the product are not useable or if the problem causes a measurable business impact and is of high importance to you.
- **Severity 3 (Normal)** – this level is for all issues that are not fitting in one of the other categories.
- **Severity 4 (Low)** – this severity level is for all issues which are considered of low importance, or which are considered “nice to know” etc. by you or which deemed as low priority by our development.

## Raynet Support and Maintenance Plan – Severity Chart

Severity Level	Initial Response Time - Silver Maintenance	Initial Response Time - Gold Maintenance	Initial Response Time - Platinum Maintenance
Severity 1 (Urgent)	16 business hours <sup>1</sup>	4 business hours <sup>1</sup>	4 business hours <sup>1</sup>
Severity 2 (High)	16 business hours <sup>1</sup>	4 business hours <sup>1</sup>	4 business hours <sup>1</sup>
Severity 3 (Normal)	16 business hours <sup>1</sup>	8 business hours <sup>1</sup>	8 business hours <sup>1</sup>
Severity 4 (Low)	16 business hours <sup>1</sup>	16 business hours <sup>1</sup>	16 business hours <sup>1</sup>

<sup>1</sup> Only counted during the regular business hours of Raynet.

## Submit a Support Incident

A support incident can be submitted to the Raynet Technical Support via our online web-based portal that can be found at <https://raynetgmbh.zendesk.com/hc/en-us>.

### Raynet eService (Web-based portal)

Your plan allows you to manage your support incidents and interact with Technical Support Engineers as well as submit, update, and check the real-time status of your requests using our web-based support portal. In addition, you can now do the following:

- Attach log files, images, small sample projects, and record screen casts and attach them.
- Review all support incidents submitted from your company if this is desired (contact support for permission settings).
- Access all support resources - Knowledge Base articles, product downloads, and more - in one convenient location.



**Note:**

Raynet eService makes use of cookies. The Zendesk application only uses cookies to maintain user sessions and to remember user preferences within Zendesk. You are free to disable cookies in your browser, but you'll need to log in frequently and we'll not be able to remember if you've already hidden some notifications. Also, the eService Web- based support system was designed for XGA resolution at 1024x768 or higher. If you are using a lower resolution, please change your resolution to at least 1024 x 748 prior to signing into eService. Raynet eService is subject to maintenance and other reasonable downtime requirements.

Submit a request

Please select the ticket form for your request:

Package Store

Your email address \*

Subject \*

Description \*

Please describe your request as detailed as possible. Further helpful information can be added as attachment, like log files, screenshots, forms, or samples.

Priority \*

Severity of your request

Question Type \*

Please specify the topic of your question.

Attachments

Add file or drop files here

Submit

Ticket template for submitting an issue

## Software Issues and Feature Enhancements

### Software Issues

Raynet takes product quality very seriously, and we will work closely with you to assist in the event that an issue is discovered in one of our products.

If you wish to report an Issue in a Raynet product, the Technical Support Engineer will take the steps below. If an Issue is discovered to originate from a third-party technology or product, you will be requested to submit an Issue report to that company.

- **Reproduce the Problem** - To reproduce the problem the Technical Support Engineer may request a small sample project or other files that would help us towards this goal. The Technical Support Engineer will be unable to classify this as an issue and submit it to our engineering team until it can be reproduced consistently in our technical support lab.
- **Submit to Engineering** - Once the issue has been reproduced in-house, an issue (report) will be submitted to our engineering team on your behalf, and the issue number will be sent to you. At any time in the future, you can contact Raynet Technical Support to check the status of this issue by simply referencing the issue number. This number will also be found in the release notes as soon as the corresponding fixes have been included in the product.
- **Provide a Workaround (if applicable)** - The goal of our support engineers is to help you work around this problem as quickly as possible, and we will therefore notify you of workarounds that may be available for this particular issue. In the event that no workaround is available, the support engineer will work with our engineering team to determine the severity level of the issue and determine if any further options are available.

Please note that Raynet Technical Support cannot guarantee an issue fix within a certain time frame. Once an issue is submitted and accepted by our engineering team, the correction of the issue may be scheduled for a future product release.

### Feature Enhancements

At Raynet, we value your feedback regarding our products and are always seeking to improve them. We appreciate hearing any feature enhancements that you would like to see in a future version of our products. When contacting Raynet Technical Support to submit a feature enhancement, the Technical Support Engineer will take the steps below:

- **Document the Feature** - The support engineer will ask you to clarify questions to fully understand the feature enhancement you are requesting and document this information within the support incident.
- **Submit to Product Management** - Once the Technical Support Engineer fully understands your request, an issue (feature request) will be submitted to our Product Management on your behalf. Our Product Management may research the market applicability and priority of this feature and may include it in the product roadmap when deemed appropriate and desired.
- **Change Support Incident to “Enhancement” Status** - After an issue has been submitted to Engineering, the Technical Support Engineer will change the status of the support incident to “Enhancement”. If the feature is included in a future release of the product, it will be added to the release notes of the current release.

Please note that Raynet Technical Support cannot guarantee an issue fix within a certain time frame. Once an issue is submitted and accepted by our engineering team, the correction of the issue may be scheduled for a future product release.

Raynet offers many additional resources that are available to all Raynet customers, including many that are complementary.

## **Consulting Services**

Raynet Global Services offers support programs, training, and consulting services to help customers implement, customize, and increase the ROI on their Raynet solution. This section includes details on the services we provide to allow you to use your Raynet product to its fullest potential.

### **Tickets That Are Neither Software Issues nor Feature Enhancements**

In case that a ticket is neither a software issue nor a feature enhancement, further work on the ticket will lead to paid consulting services.

Non-software issue tickets will be solved by a Raynet Consultant and fall into the same category as consulting services done by a Senior Consultant. In case that a ticket falls into this category, a Raynet Support Representative will contact you and confirm that you want the work on the ticket to continue. If this is confirmed, further work on the ticket (if it is not a software issue) will be charged at the same rate as consulting services by a Senior Consultant. Currently this rate (according to the latest Raynet Price List) is 1,250.00 € per day.

## **Maximizing your investment**

Raynet Global Services offers support programs, training, and consulting services to help customers implement, customize, and increase the ROI on their Raynet solution. This section includes details on the services we provide to allow you to use your Raynet product to its fullest potential.

## Other Resources

### Solution Implementation

Get expert help with the implementation of your existing or planned Raynet solutions.

Selecting the technology solution for your organization is typically only the first step to successfully realizing a return on your investment. The Implementation Consultants of Raynet can help to provide that to you:

- Take full advantage of the full technological capabilities of your chosen solutions
- Perform an efficient implementation by avoiding common pitfalls

Raynet offers consulting services to assist with the implementation of solutions addressing the following areas:

- Software Asset Management
- Packaging
- Deployment
- Client & Software Management Architecture
- Project Management
- Factory Conception & Management
- Mobile Management
- Audit Support
- Managed Services
- And more...

To contact our Consulting services team, email [services@raynet.de](mailto:services@raynet.de) or browse to <https://raynet-inc.com/services/> for more information.

## Education Services

Each year, a growing number of professionals around the world take advantage of a Raynet Education Experience:

- **Instructors** – Resources from our global pool consult, train, and support customers across various vertical markets and bring years of practical experience to each course.
- **Brand Assurance** – Companies enjoy the peace of mind associated with knowing that they are investing time and energy in the “source” rather than a non-certified third-party.
- **Flexibility** – Course schedule and content are organically tailored from a menu of options to personalize the workshop-style experience.

Implementation of a Raynet education offerings can impact all aspects of your organization. Raynet continually evolves a comprehensive education offering, covering the latest technology, as well as specific practical use by a diverse audience, with diverse needs.

Our customers can choose to participate in public or onsite courses. To contact our education services team, email [training@raynet.de](mailto:training@raynet.de) or browse to <https://raynet-inc.com/trainings-and-certifications/> for the contact information of the education services team.

## **Technical Account Manager (TAM) Service**

To help you maximize your ROI and get the most value from our solutions, Raynet offers the Technical Account Manager (TAM) service.

No matter what Raynet products your company uses, our TAM service helps you get the most from our software. Your TAM is a personal account manager for your entire organization; your primary support focused contact at Raynet working to see that the needs of your organization are met. Your TAM is an advocate for your company; helping to get your technical questions answered, your project challenges resolved, and your individual needs met. Need product assistance for a critical project? Have an idea for a new feature for your Raynet product? Your TAM is the person to call.

Contact Raynet today to learn more about how our Technical Account Manager service will help you get the most value out of your Raynet products and maximize your ROI.

## Knowledge Base

The comprehensive Raynet Knowledge Base is your first stop for tips, know-how, and questions about product features and functionality and it is available online 24x7. The Knowledge Base is also your resource for quickly connecting error codes with project elements.

Online resources such as our Knowledge Base provide quick access to years of experience at no additional cost. The Knowledge Base is located under <https://raynetgmbh.zendesk.com/hc/en-us>. It contains answers to many commonly asked questions and includes new information about the products that may not appear in the documentation.



## **Listening to you**

The most important ingredient for a company to be successful is to provide value to its customers. At Raynet we strive to create a customer-centric culture; one in which we are actively listening to you to determine what you find most important and specific ways to improve our products and services to serve you better.

Raynet truly values your feedback, and we have programs in place to collect your comments to help us drive the future direction of our products and services. This section discusses some of the primary methods we use to listen to you.

### **Surveys**

One of the main methods Raynet uses to get the pulse of our customers on a regular basis is surveys.

### **Beta Programs**

To help in our efforts to improve the quality of our products, we periodically offer beta versions of our products prior to their official release. This is a valuable and privileged opportunity for you to get a sneak peek into our new product and to provide feedback on the overall experience, usability, and quality so we can address critical issues prior to the official release.

With a Gold and Platinum Maintenance Plan, you have priority access to these beta programs and will be notified when they are available.

## Appendix – FAQ's

### Q.: How can I get a support login?

A.: Just register under <https://raynetgmbh.zendesk.com/hc/en-us>

### Q.: How can I change my password?

A.: After logging in:

- Go to the upper right corner and select "Your underlined username"
- On the right side of the screen hover over "actions"
- Select "Change password"
- Follow the instructions for changing your password

### Q.: How can I change my information?

A.: After logging in:

- Go to the upper right corner and select "Your underlined username"
- On the right side of the screen select "edit"
- Edit your information
- Select "Update"

### Q.: What browsers does the Web-based system support?

A.: Currently, our system supports Internet Explorer, Google Chrome, Apple Safari, and Firefox.

### Q.: How can I cross reference a new incident to an old one?

1. If you have a new incident that is related to a previous incident, you can ask the engineer assisting you to reference that incident or create a clone of a previous incident.
2. You can access the original ticket via "Check your existing requests" then select "view your recently solved and closed tickets requests" on the right navigation bar, select the ticket which your new ticket is related to scroll down and use the "create a follow-up" option.
3. Reply to one of the mails you received from the ticket system that belonged to the case your new request is related to. (this will reopen the case or depending on time passed will create an automatic follow-up ticket)
4. If you have an active ticket and you want to remark that you had a similar problem in an earlier incident you can just write the ticket number in the following format #YourTicketNumber (e.g. #1206 ), Zendesk will automatically generate this into a hyperlink to this case.

### Q.: How can I search the Knowledge Base?

A.: You can search the Knowledge Base by accessing the Knowledge (<https://raynetgmbh.zendesk.com/hc/en-us>) and use the search field.

## Appendix – Documents and Contract Amendments

### Appendix to this Document

The following documents are appendixes to this document and are referenced in the sections above or contain additional or more detailed information to the statements above. The current document and these lists below form a unity and are only valid together.

1. The Raynet Maintenance Chart contains an overview of the most important features your maintenance contract provides (including: severity level response time chart (for Gold and Platinum Maintenance or the telephone support times).
2. The End of Life (EOL) Matrix contains the standard-, limited-, and extended service time frames for each product and version. It also gives detailed information what falls under software maintenance during each phase of the product lifecycle.

The recent versions of both documents can be found at <https://raynet.de/en/resources/product-documentation/>.

Raynet reserves the right to change the Maintenance Plan in regular intervals. Solely the latest version of the Maintenance Plan, which is provided on the Raynet homepage, is relevant and legally binding. This does not affect ongoing maintenance contracts. However, the current version of the Maintenance Plan shall automatically apply at each renewal of the maintenance contract.