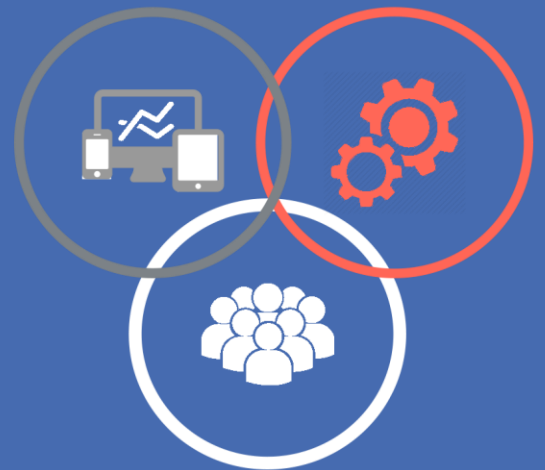




Support Services Handbook



HAYNE.co

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Overview

This document is to guide Customers on how to get the best from HAYNE support services.

The HAYNE Support Team is committed to partnering with Customers to ensure the successful deployment and use of our Solutions and Services. We understand how critical our Solutions are to the business of our Customers. The HAYNE Support Team is staffed with experienced Support Consultants who are knowledgeable about the wide range of HAYNE products and related technologies.

HAYNE continually reviews its practices to improve internal operations and deliver a service that meets its Customers' diverse business needs. Our Service Management processes are based on industry standard working practices. Our Support Team is aligned to the ITIL v3 framework and are working towards ISO 27001 information security management. We actively encourage our staff to obtain recognised certifications appropriate to the areas they work in, for example Microsoft Certified Professional.

Please check with the HAYNE Support Team for specific accreditations held.

Our Support Services offer:

- Incident submission, management and reporting
- General system queries and advice
- Advice concerning software maintenance and legislative updates
- Up to date knowledge base and/or FAQs
- 1st line support for Third Party products supplied by HAYNE

It does not include the following services unless your contract states otherwise (these services are available from HAYNE on request; please contact your Account Manager for a quotation):

- Co-ordinating Customer resources in respect of Support Requests
- User training
- Bespoke Software development
- Report writing
- Consultancy services
- Third party support

The latest version of the HAYNE Support Services Handbook is the only one that is valid at any time. As this version of the Support Services Handbook may have been superseded, please check <http://hayne.co/supporthandbook> for the latest version

Glossary of Terms Used in this Document

Term	Meaning
Account Manager	HAYNE employee who owns the Customer/HAYNE relationship.
Administrator	A User who has been trained to a level such that they have the knowledge and experience to administer the Software with little or no assistance from HAYNE.
Application Consultant	A vendor-certified consultant with experience and working knowledge of the Software product.
Business Day	Monday to Friday, excluding Bank or other Public holidays in England.
Customers	Organisations with a valid contract for Software products/services from HAYNE, including provision of Support Services.
Hot Fix	A hot fix is a code change made to address a specific issue. This may be delivered as part of larger Release.
HAYNE	HAYNE Solutions Limited, a company registered in England and Wales with registration number 07041545 whose registered office is Orchard House, Pettiphers Farm, Pebworth, Stratford upon Avon, CV37 8AW.
HAYNE Assist	Maintenance and Support as described in 1.1.
HAYNE Assist +PLUS	Application Support as described in 1.2.
HAYNE Cloud	Managed Hosted Services as described in 1.3.
HAYNE Support Portal	A web interface for Customers to create, update, report on all currently registered Incidents. Enables Customers to dynamically access their Incidents using industry standard web browsers.
HAYNE Support Services	Services targeted at providing Software support to Customers.
HAYNE Support Team	The team of Support Consultants whose goal is to restore normal operations as quickly as possible with the least possible impact on the Customer and/or the User.
Incident	An unplanned interruption to a service or a reduction in the quality of a service.
Normal Working Hours	8.00 am to 6.00 pm on a Business Day, or as applicable by arrangement.
Priority Level	A level assigned to an Incident when an Incident has been created, which reflects the impact and urgency the Incident is having on the Customers' business.

Problem	A cause of one or more Incidents. The cause is not known at the time of creating a problem record and the problem report process is responsible for investigation.
Release	A Software bundle which may contain, fixes, legislative updates, new functionality or a combination of all.
SLA	Service Level Agreement. HAYNE may offer different SLAs on Third Party/Partner products.
Software	Any Software product owned and/or supported by HAYNE.
Software Developer	The company responsible for developing and licensing the Software.
Support Consultant	A member of the HAYNE Support Team whose responsibility it is to provide Support Services for Software.
Support Request	A request from the User for support, information or advice.
Supported Software Versions	A version of the software that is actively supported by the Software Vendor as updated from time to time.
Third Party	Organisations who work with HAYNE providing Software and infrastructure.
Ticket	The method of recording an Incident in the HAYNE Support Portal.
Users	Person(s) who use the Software.

1. HAYNE Support Services

HAYNE offers three categories of support services:

1.1 Maintenance and Support (termed HAYNE Assist)

The term Maintenance and Support (or Subscription and Support) is used by many software vendors and describes the annual or periodic charge that entitles the user to support. The base level of support differs by software vendor as follows reflecting the level of involvement that the vendor has in the support process (For example traditionally the vendor CCH Tagetik has taken a more 'hands on' approach to support than IBM, who delegated much of the support provision to support providing partners).

For IBM customers:

- Access to future version releases and fix packs
- Advice and assistance for your short-duration installation and usage (how-to) questions, and code-related questions
- Advice and assistance in identifying key areas of focus to your IT team (or service providers) around support issues
- Advice and assistance on short-duration questions relating to current application design, configuration and integration
- Advice and assistance on any questions relating to the technical infrastructure
- Advice and assistance with installation of client-based software (including Citrix/RDS)

For Tagetik customers

- Break-fix support application issues
- Advice and assistance to identify key areas of focus for your IT team or service providers around support issues

Renewing your annual Maintenance and Support contract provides you with an insurance against the failure of your business-critical solution.

Whilst HAYNE often goes above and beyond the definition above as a value-added service, it is important to understand that Maintenance and Support does not by definition cover the following:

- Analysing performance
- Writing, troubleshooting or customising code
- Answering extensive configuration questions
- Recovering a database, or data recovery
- Consulting (i.e. making configuration changes, writing new reports, training etc)
- POC, Demos, Development, presales activities

1.2 Application Support (termed HAYNE Assist PLUS)

The term Application Support covers anything that we have agreed with the Customer that goes beyond Maintenance and Support. In these cases, you will have an Application Support contract that sets out what is covered in the terms and conditions.

1.3 Managed Hosted Services (termed HAYNE Cloud)

The term Managed Hosted Services covers our infrastructure provision and management of this on a day-to-day basis. In these cases, you will have a Managed Hosted Services contract that sets out what is covered in the terms and conditions.

2. HAYNE Support Team structure

The HAYNE Support Team structure is designed to ensure that Customers receive a focused service, and the correct skills and resources are utilised to resolve Incidents. The HAYNE Support Team, and Application Consultants, are organised into teams led by the Operations Director, and individual practice Team Leads. Each team focuses on a set or sub-set of Software products. All Ticket acceptance and first line triage is performed by the HAYNE Support Team alone, with escalation to specific Application Consultants if required. This structure is designed to ensure that HAYNE is able to respond to Incidents professionally and consistently and to meet its obligations.

3. Hours of Operation

The HAYNE Support Team are based in our offices in Stratford-upon-Avon.

HAYNE Assist: Customers with a standard support plan will have access to the HAYNE Support Team during our Normal Working Hours (8.00am and 6.00pm UK time) on a Business Day (Monday to Friday, excluding Bank or other Public holidays in England).

HAYNE Assist PLUS: As agreed and set out in your terms and conditions.

HAYNE Managed Hosted Services: As set out in your terms and conditions.

Outside of contracted hours, Support Requests may still be logged via our Support Portal. All Customers can request login details for our online Incident management system (HAYNE Support Portal) to allow them to log, update, escalate and query Support Requests. This is available 24 hours a day, 7 days a week.

The HAYNE Support Team and Application Consultants may require the Customer's help in diagnosing the issues raised in a Support Request, to find the appropriate solution. In such scenarios HAYNE expects the full co-operation of the Customer, and in a timely manner consistent with the Priority Level.

4. Supported Software

This section relates to Maintenance and Support contracts.

4.1 Lifecycle Policy

Support Services are provided for currently Supported Software Versions of the Software as defined by the Software Vendor. As a rule of thumb, this normally includes the current Release version of each product plus the previous major Release. Please refer to the HAYNE Support Team for clarification of Supported Software Versions.

On occasion, HAYNE may agree to provide Support for a non-Supported Software Version. Such specially negotiated variations to HAYNE Support Services may be separately chargeable in addition to standard support fees and are solely for the purposes of assisting the Customer in migrating to a Supported Software Version of the Software in agreed timescales. Here the HAYNE Support Team will apply reasonable endeavours to provide assistance.

We would recommend that Customers who have no plans in place to migrate to a Supported Software Version of the Software should contact HAYNE to discuss a HAYNE Assist +PLUS contract that can be bespoke to your requirements.

4.2 Updates, Upgrades and Hot Fixes

HAYNE will advise Customers on the benefits of new Releases and Software updates that take advantage of improved technology, software interoperability, legislation and Customer-inspired enhancements (or fix a known coding bug). These are communicated to Customers as part of frequent updates through webinars, newsletters and your Account Manager. Access to these new Releases is your entitlement by investing in your Maintenance and Support contract.

Please note: Under a standard Maintenance and Support contract, the installation of upgrades is chargeable.

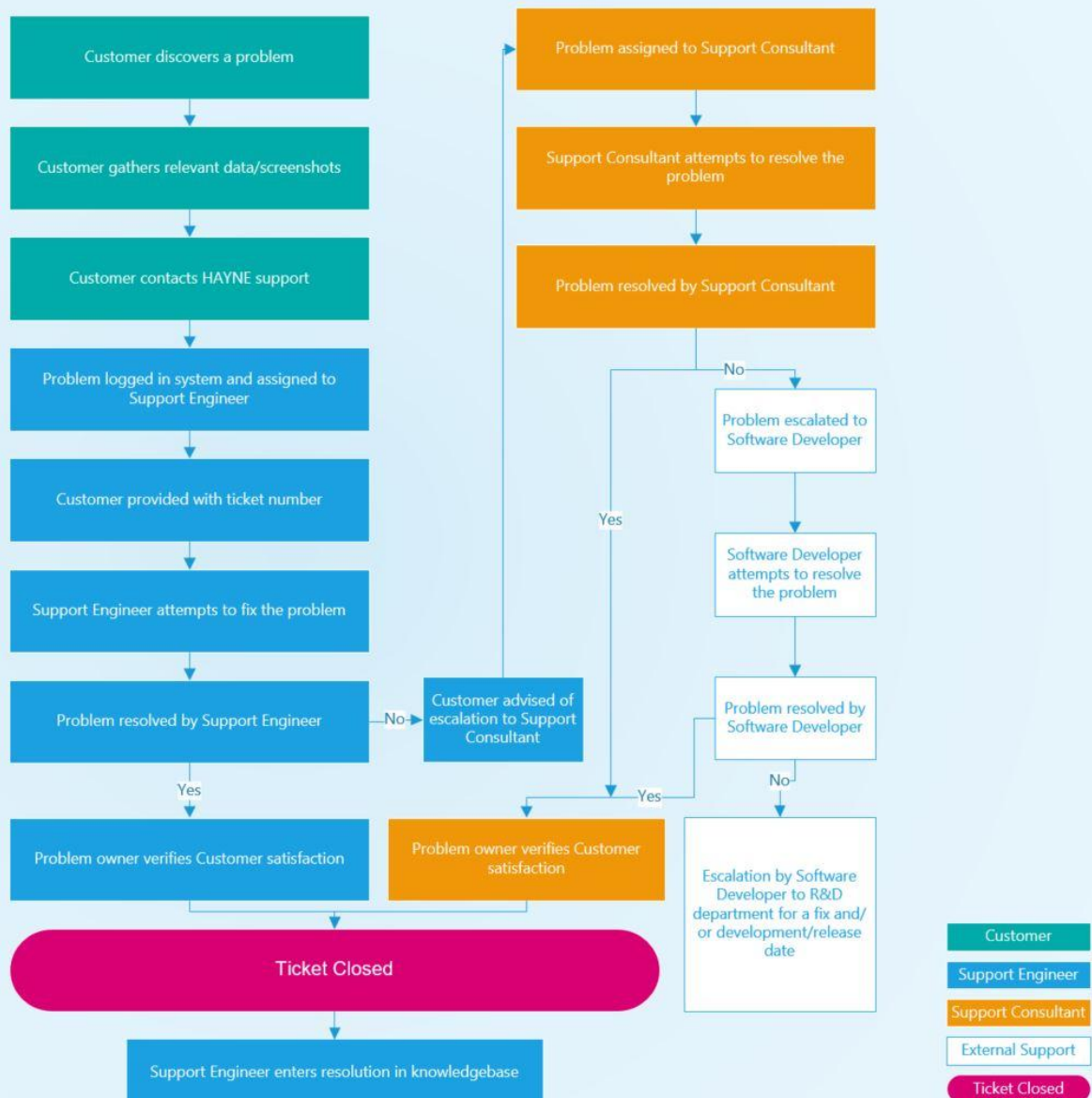
5. Incident Management

The HAYNE Support Team provide a single point of ownership for Support Requests.

Through the team structure, HAYNE can ensure that the 'owner' of an Incident is not working alone. The Support management team will continually monitor open Incidents and make available appropriate resources to facilitate resolution of the issues. On those occasions when Incidents cannot be easily categorised and require skills from multiple teams, ownership of the Incident provides a process to co-ordinate the efforts of such cross-functional teams.

Additionally, a list of all open Tickets is distributed to the HAYNE Senior Management Team twice weekly to ensure every Ticket is high profile within the company.

This process provides a formal mechanism to deal with more complex issues and ensures that our high standards of Customer service are maintained.



6. The Support Process

6.1 Before you contact HAYNE

There are several information sources available to Customers, which may enable resolution of an Incident prior to contacting HAYNE Support Services. HAYNE encourage Customers to make use of these resources before logging a new Incident. These information sources are listed in the Appendices to this handbook.

6.2 Customer IT (including 3rd party IT providers)

Where appropriate, please explore with your local IT infrastructure support team before contacting HAYNE to raise a support request.

6.3 Steps to recreate

Attempt to recreate the issue, isolate variables, understand and clearly describe the business scenario and impact. Before the Support Consultant can resolve your Incident, in most cases they will need to be able to recreate the issue.

6.4 Training Notes

During Customer end user training, attendees are encouraged to take notes. We also encourage end users to add to these notes following successful interactions with HAYNE Support. These notes form part of the User's personal/Customer site knowledgebase and should be viewed as a source of information, which may be used to resolve the Incident.

HAYNE Support Services are unable to provide additional training. Customers requiring training will be referred to their Account Manager.

6.5 HAYNE Support Portal

Review the knowledge base on the HAYNE Support Portal to see if advice or hints are provided.

6.6 Online Help

Where applications provide on-line help, help files replace and/or augment the more traditional "User manuals". Typically, Software help files are renewed with each new version of Software.

In some circumstances, appropriate user documentation may have been provided by HAYNE, for example, detailed solution design by our Consultancy Services team.

6.7 Is a Support Request Required?

Within your organisation, there will be primary contacts (Administrators) who are empowered to engage directly with HAYNE via the HAYNE Support Portal. These individuals will be responsible for the evaluation of the internal requests from your business, and providing the first level of support. If the issue cannot be resolved by referring the User to existing documentation or addressing the relevant system configuration via local IT Support, then an Incident should be raised.

6.8 Raising an Incident

Any Customer who has a current Agreement in place can log an Incident with HAYNE Support Services. HAYNE Support Services will assume that the caller will have a working knowledge of the Software, the business environment that he / she is operating in and has first-hand knowledge of the issue. We will also assume that Users have completed a formal training course for the product before they can raise Incidents with the HAYNE Support Team.

6.9 Communicating with Support

The following table summarises the methods of communication and when they should be used:

HAYNE Support Portal	The method to raise a new incident is by logging into the HAYNE Support Portal at the following address https://assist.hayne.cloud . This is restricted to authorised customer contacts only. Instructions on how to raise tickets are given to these authorised users when they first register on this portal.
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6.10 Setting the Priority Level

An Incident Priority Level will be determined by agreement between HAYNE and the Customer unless raised by the Customer via the HAYNE Support Portal.

It is important to set the Priority Level of an Incident correctly as this will direct the application of resources within the HAYNE Support Team.

The Priority Level of an Incident should be assessed considering the possible impact it will have on the Customer's business.

6.11 Priority Level & Initial Response Times

When a Customer contacts HAYNE Support Services via either of the methods described above, the logging system will receive/record the Incident and a member of the HAYNE Support Team will assign it to the appropriate contact within HAYNE team.

Priority Levels and estimated response times are as follows:

Priority	Operational Impact	Description	Estimated Initial Response Time
1 (URGENT)	System Down	System is down or effectively unusable because of the problem. Problem causes mission-critical impact on the Customer's operation with no acceptable workaround	Within 1 working hour
2 (HIGH)	Severe Impact	System is up and running, but the problem causes significant impact and has no acceptable workaround. High impact problem where operation is proceeding, but in a significantly impaired fashion.	Within 1 working hour
3 (MEDIUM)	Major Impact	System is up and running and the problem causes only limited impact to a small number of users with a short term acceptable workaround identified. Important to long-term productivity but is not causing an immediate work stoppage.	Within 1 working hour
4 (LOW)	Minor Impact	Use of the System is generally unaffected; an acceptable workaround or alternative solution is either available or not required.	Within 4 working hours
5 (LOW)	Information or advice request	Request for information, enhancement product or configuration clarification.	Within 2 working days

Where estimated response times are quoted/agreed, these refer to Normal Working Hours. The clock stops at the end of the Business Day and resumes at the start of the next Business Day.

6.12 Raising a Support Request via the Support Portal

The information required to raise a Support Request via the support portal is similar to the above. Once the ticket is raised, an autoreply will be sent from the support system confirming receipt and that a member of the HAYNE Support team will triage the Incident and respond accordingly.

6.13 Requests received, logged and reviewed by HAYNE

All Tickets that are received will be reviewed and triaged by a member of the HAYNE Support Team. We aim to beat the initial response times listed above. We consider an initial response to be a positive response related to the nature of the Ticket (questions for further information, initial advice to correct the issue, questions about the impact of the issue).

6.14 Initial Response from HAYNE Support Team

Within the Service Level Agreement time shown above, the Customer contact will be emailed to;

- confirm receipt of the Support Request
- advise of the HAYNE Consultant assigned the Incident
- advise of the Priority Level

- request any further information
- provide an estimated time for the Consultant to commence work on the Incident or
- provide advice to resolve issue

If the Support Request is considered outside of the contractual terms of the Support agreement this will be advised and discussed directly with the Customer contact.

6.15 Follow-up Response from HAYNE Consultant

The assigned HAYNE Consultant will take ownership of the Support Request and have the responsibility of fully resolving to the Customer's satisfaction. The HAYNE Consultant will either engage directly with the Customer contact or will provide information using whichever method best serves the needs of the Customer and the nature of the Support Request.

The HAYNE Consultant will have the responsibility of giving the Customer periodic updates of progress. The status of each Incident can be viewed by the Customer at any time within the HAYNE Support Portal

6.16 Level 3 support

While most Incidents will be resolved by our 1st and 2nd line Consultants. Should the HAYNE Consultant be unable to resolve the Incident, it may be necessary to engage with the Software Vendor – this is termed Level 3 Support. In this case the communication will be co-ordinated by the HAYNE Support Team and the Customer will be kept informed of progress.

6.17 Confirmation of Case Closed

By agreement between the Customer contact and HAYNE the Incident will be closed. Agreement may be reached verbally or via email. Should the Customer fail to respond to correspondence from HAYNE within 3 working days, without warning of any delays or agreement between both parties, then the Request Ticket will be closed. The Incident can be reopened by the Customer through the HAYNE Support Portal.

The Customer can withdraw a Support Request or close an Incident by following accessing the HAYNE Support Portal and simply clicking "close Ticket".

A confirmation email will be sent to the Customer advising of the Incident closure and detailing the issue and resolution.

6.18 Speed up the Resolution Process

It is important that the caller can provide the following information (where applicable), which will assist with the resolution of the Incident:

- the Customer's organisation name
- the contact's name and contact details
- product/service and version to which the Incident relates
- the menu, screen, program or report ID to which the Incident relates
- the Priority Level of the Incident in terms of business impact criticality
- the Incident number (if calling back on an existing Incident)
- the environment to which the Incident relates, for example: Live or Test

- a brief description of the issue including: What the issue is, Where the issue exists, When the issue happens.
- whether the issue is reproducible and, if so, how - providing full steps to recreate
- whether anyone else is experiencing the issue
- whether there has been any change to the environment recently, prior to which the issue did not exist

6.19 Changing the Incident Priority Level

HAYNE will very rarely alter the Priority Level of an Incident and will never do so without discussion with you. If the business impact of an Incident has increased, the Incident may be escalated to speed up the resolution process.

HAYNE may feel the need to lower the severity of an incident if this is deemed appropriate. It will usually be on the day the Incident is first received, or when an acceptable work-around has been provided. In such instances the Consultant will inform the Customer of this action, and the reasons why, then record the details of the change on the Incident. If the Customer disagrees with the reasons given, a resolution may be sought through the HAYNE Support Team Manager, or the Priority Level will be left unchanged.

6.20 Escalation Process

Although HAYNE Support Services has internal procedures in place to monitor and internally escalate Incidents where appropriate, there may still be occasions where a Customer may wish to increase awareness of an Incident in the HAYNE Support Services management structure.

Escalation should be used when the Customer feels that the normal support process is failing to provide an adequate resolution to an Incident, and such failure is adversely affecting their business operation.

An escalation can be requested via email or the HAYNE Support Portal. The escalation request is recorded on the Incident and the escalation process is activated.

The following table describes the escalation process and appropriate actions at each stage:

Escalation	Escalation Point	Action
First	HAYNE Helpdesk Manager	Review Incident. Develop plan. Implement plan
Second	Technical Manager - Support	Review plan. Review previous escalation; Develop and implement new plan
Third	Technical Director	Review Customer situation. Develop and deploy relevant departmental resources

6.21 Assumptions for the Provision of Support

The Support Services detailed in this handbook are based on certain assumptions about the factors affecting the provision of support. The Customer is deemed to acknowledge that if any of the assumptions detailed below have not been complied with by the Customer, HAYNE's ability to provide

Support Services may be adversely affected, sometimes to the extent that investigation and rectification work may become chargeable.

6.22 Staff with Sufficient Product and Technical Training

Customers are assumed to have received adequate training to enable them to be competent in the use of the Software. The level of assistance provided to a Customer will be up to the level of training that the Incident contact has completed. If the level of Support required is higher than the training that the Incident contact has received, then the query should be referred to a member of the Customer's organisation who has received the appropriate level of training. Repetitive requests in respect of an issue on which HAYNE has already advised a solution may incur additional charges.

Customers, or their hosting partners, are expected to have the necessary technical skills to maintain the environment. Examples of common tasks include but are not limited to: full database administration, operating system updates. Installation of client desktops, stopping and starting of services, processes and schedules. In the case that a Managed Hosted Service from HAYNE is in place, HAYNE will perform the server-side tasks mentioned above, customers will perform any client desktop tasks. Failure to apply the necessary technical skills may incur additional charges if the HAYNE Support Team has to perform these tasks on your behalf.

Where the requisite skills in the application do not exist, HAYNE will be happy to provide training proposals or consultancy services. Training is provided by HAYNE but not as part of the Support process. The HAYNE Support Team can advise Customers on the most appropriate training, and how to arrange this.

6.23 Adequate Information to recreate the issue

Where Customers are reporting a suspected software fault, they will be expected to supply the HAYNE Support Team with exact details of how to recreate the problem. This may comprise a description of the issue, relevant selections and settings, the sequence of the screens visited, any records selected, any values entered in fields on these screens, the keystrokes or function keys pressed on each screen, any navigation between screens, and any screen shots showing error messages/dialog boxes/output produced because of the problem happening. If the HAYNE Consultant is unable to recreate the problem on his / her own environment using these steps, remote access to the Customer's system may be required.

6.24 Remote Access

HAYNE may require remote access to Customer's system via a screen connect product or whatever HAYNE uses for resolution of incidents and problems that don't get resolved via email or phone and need to be further investigated. Failure to agree remote access (or keep HAYNE up to date with access credentials) and/or provide a copy of company data will inevitably result in delays in resolving Incidents.

Alternatively, Support will continue to be provided by telephone and email. At the discretion of HAYNE, any on-site Support may be chargeable.

6.25 Customer Data

When logging an incident with Support via email or the HAYNE Support Portal, it is the responsibility of the Customer to ensure that no Personal Identifiable Data is included in the communication.

Should the HAYNE Support Team require copies of your data the Customer should ensure data is anonymised before being supplied wherever possible. If it is not possible for the Customer to anonymise the data, the HAYNE Support Team may need a copy of the data which includes Personal Identifiable Data to resolve the incident.

Any Customer data supplied to HAYNE will be held on a secure server in the UK but for the purposes of resolution, controlled remote access may be given to the Software Vendor based outside of the UK. Once an Incident is resolved any Personal Identifiable Data will be deleted from HAYNE servers.

Please note the customer responsibilities outlined in the below paragraphs regarding the transfer of data to HAYNE.

Where Customers choose not to provide copies of their data, it is possible that the HAYNE Support Team will be unable to resolve the Incident. Where applicable, a quotation for on-site Support services will be provided as an alternative, and the Incident closed.

6.26 Patient or Personally Identifiable information

In the case of Patient or Personally Identifiable information, in order to maintain security and comply with the applicable data protection legislation, when you contact us by phone or email, no information can be taken from you that uniquely identifies specific individuals or patients.

If such information is received, HAYNE are obliged to destroy the email, and will contact you to obtain anonymised information instead. It is the Customer's responsibility to ensure that no Patient or Personally Identifiable information is uploaded to the HAYNE Support Portal.

6.27 3rd Party / External Applications

Although the Software Vendor may provide interfaces and/or integration with various 3rd party products (e.g. web browsers, Excel, PowerPoint, Word, email clients, email servers, reporting, dashboard and viewing products, etc.), the Customer is responsible for the setup, support, use and maintenance of these products. Where the 3rd party product is certified to be compatible with Software, then guidance will be provided on the interface aspect only unless otherwise stated (e.g. in an Application Support contract).

6.28 Virtual Environments

Many Software products are certified to run in a virtual environment such as VMWare. Customers need to be aware that some of our Technology Partners, such as IBM, have their own policies regarding virtual environments, where Support will only be provided for issues that are either known to occur on the native Operating System or can be demonstrated not to be as a result of running on a virtual environment. HAYNE adopts the same position as their Technology Partners with regard to support in virtual environments.

Please check with your Account Manager or the HAYNE Support Team before running applications in a virtual environment.

6.29 Reports

There are a number of reports available within the HAYNE Support Portal which enable a user to track progress of Incidents as well as monitoring all Incidents raised by the Customer historically. This reporting will enable HAYNE to review the number of Incidents raised and performance in resolving them in line with the SLAs.

6.30 Customer Satisfaction Questionnaires

As part of our continuous improvement plan, we are keen to understand how you feel about the Support Service received when interacting with HAYNE. From time to time we may request that you complete a customer satisfaction questionnaire or survey asking for feedback on the service you've received from the HAYNE Support Team. Please help us to improve our service by completing the questionnaire. We are always interested in Customer feedback and ideas for service improvement.

Appendix 1 – Useful Support Resources

Where you are supported through HAYNE, please contact the HAYNE Support Team and not the software vendor.

IBM

IBM Support home page:

<https://www.ibm.com/support/uk/en/>

IBM Support Portal:

<https://www.ibm.com/support/home/?lnk=msdTS-supo-uken>

Software compatibility – where you can run reports by product by version:

<https://www.ibm.com/software/reports/compatibility/clarity/index.html>

CCH Tagetik

There is a huge amount of information available on the CCH Tagetik Community:

https://community.tagetik.com/accounts/login_form?from_root_login=1&came_from=https://community.tagetik.com/

You will need to apply for access which will be granted if you are a customer.