apiida

How to work with

APIIDA Support

We're here to help you thrive!

apiida

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1. Overview

This document provides an overview of APIIDA support services, as well as contact information and best practices for collaboration.

2. APIIDA Support- and Maintenance services

APIIDA offers the following support and maintenance services:

APIIDA Standard Support

As part of Standard Support, we provide support and maintenance services for APIIDA AG products. Customers with an active maintenance and support contract can avail support for the products defined therein.

APIIDA Standard Support includes:

- APIIDA Online Support
- Access to our support team by phone and e-mail during our defined support hours (see 3)
- Software updates, bug fixes and patches for licensed products

Support for Non-APIIDA Products

Depending on the respective contractual regulation, we also provide support services for products of other manufacturers. The manufacturer is responsible for providing updates, bug fixes and patches.

APIIDA Enhanced Support Services

Should you have particular requirements not covered by APIIDA Standard Support, then you might be interested in our Enhanced Support Services, that is, APIIDA's premium support services. See the relevant section on our website to learn more about those services' potential to

- increase productivity
- improve availability and
- accelerate problem solving

Deliverables can include but are not limited to

- individual response time services levels
- priority case handling
- proactive notifications
- onsite meetings to even better understand and support your environment

APIIDA Enhanced Support Services can be tailored to your needs and can be combined with suitable Professional Services, again, please see the relevant section here.

3. Availability and Languages

Our support team is available during the following business hours:

- **Monday to Friday from 08:00 to 17:00 (CET)**
  (except on German national holidays)

It is possible to create a support ticket around the clock with our online support portal. You can also send us an e-mail or leave a voice message.

Online Support

The APIIDA Support Portal can be reached at:

- https://support.apiida.com

After logging in to the Support Portal, you have the option to:

- Create new tickets
- Manage your existing tickets
- Add additional information such as log files to your existing tickets

You will automatically receive your personal access data to the APIIDA Support Portal upon closing a maintenance/support contract.

Telephone Support

You can reach our support team at the following number:

- ▪ +49 6151 500 18 40

Email Support

In general, there is the possibility to send us an e-mail around the clock at:

- ▪ support@apiida.com

Our support team will be glad to assist you in the following languages:

- ▪ **German**
- ▪ **English**

4. Severity levels and response times

Reported incidents are prioritized and handled based on severity. Severity levels provide an indication of the urgency and impact of the reported case. A reported incident is also reviewed by our support team for severity and adjusted if necessary to give the incident a suitable priority.

Severity (and Priority)	Description	Response time*
1 (Highest)	**Operation preventing (critical) fault** Availability of the contractual basis is not given, while the operation is interrupted or prevented or can no longer be executed. Examples: ▪ Total failure of core components ▪ Business processes are critically affected	2 hours

2 (High)	**Operational obstruction** Availability of the contractual basis is negatively affected, the operational sequence is not fully usable in its function, individual functions have failed. Examples: • Basic functionalities are still available • Business processes are noticeably affected	4 hours
3 (Medium)	**Slightly dysfunctional disturbance** Availability of the contractual basis is impaired, while the operation is still largely functional. Examples: • Slow processing • Necessary multiple re-start (manual) • Fault in incremental operation	1 Working Day
4 (Low)	**Slight disorder** Availability of the contractual basis might be slightly reduced, but the use and usability are given. Malfunctions can be bypassed, or the usability has only worsened. Examples: • Functions not limited or only slightly limited • General question about the product	2 Working Days

[*] within the business hours defined above

5. Reporting an incident

The following information should help you to get started using our support portal and help you report an incident. The following sections provide basic information and illustrations.

To communicate effectively, it is also necessary to name a certain number of contacts who should be given the right to open tickets with APIIDA support. These contacts are your interface to our support team and should have adequate technical knowledge to enable an effective collaboration.

In general, we need the following information for an effective processing of your inquiry:

- What product/solution is affected? What version and release?
- Which OS/platform does it run on (for non-SaaS offerings)?
- Concise description of the incident
- Can the incident be reproduced and how?
- What effect does the incident have (priority - see above severity levels)?
- Already existing findings through first analysis on your part

- Additional information such as log files, screenshots and the like

Creating a ticket via our Webportal

Customers with an active maintenance and support contract receive an email that contains login information as well as a link. This link leads to the registration page of our support portal and you will be asked to define a password for access to the support portal.

The support portal can be reached directly at the following URL:

- https://support.apiida.com

Alternatively, you can also reach it through our support website using the link provided.
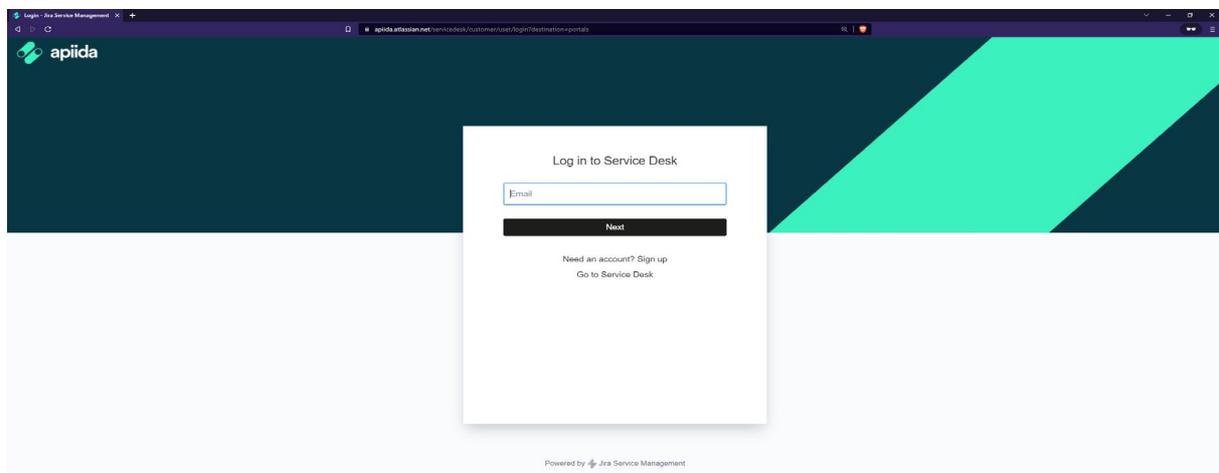
Illustration 1: APIIDA Support portal login screen

To register, please enter the credentials you provided during registration. The following screen shows a successful registration.
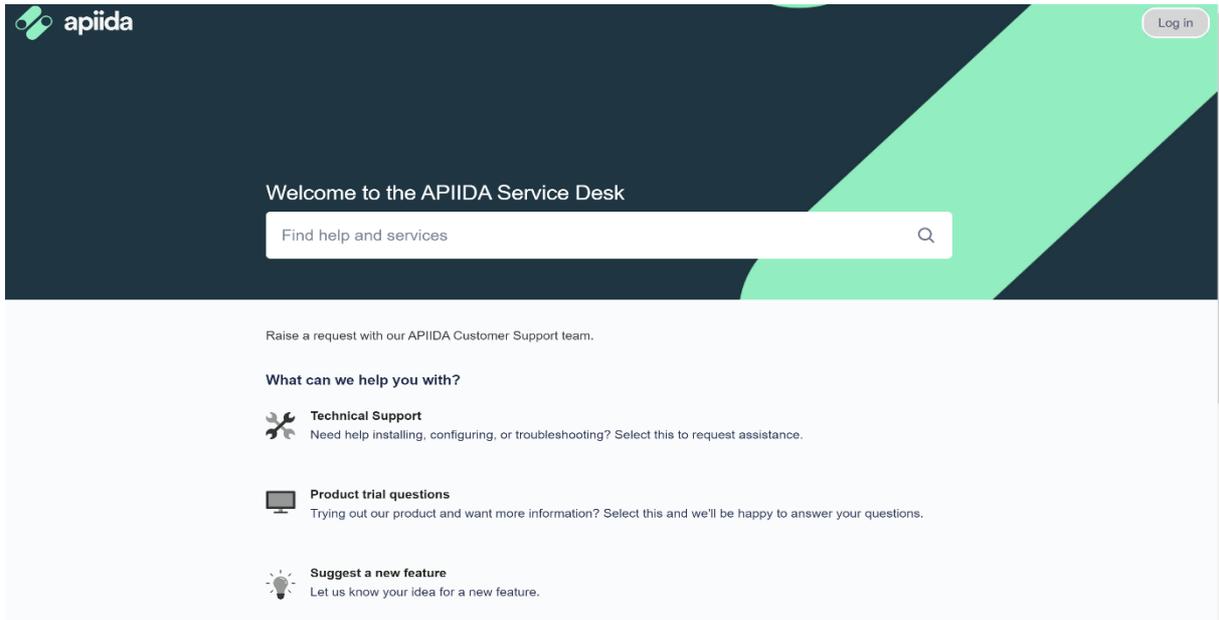
Illustration 2: Webportal Overview

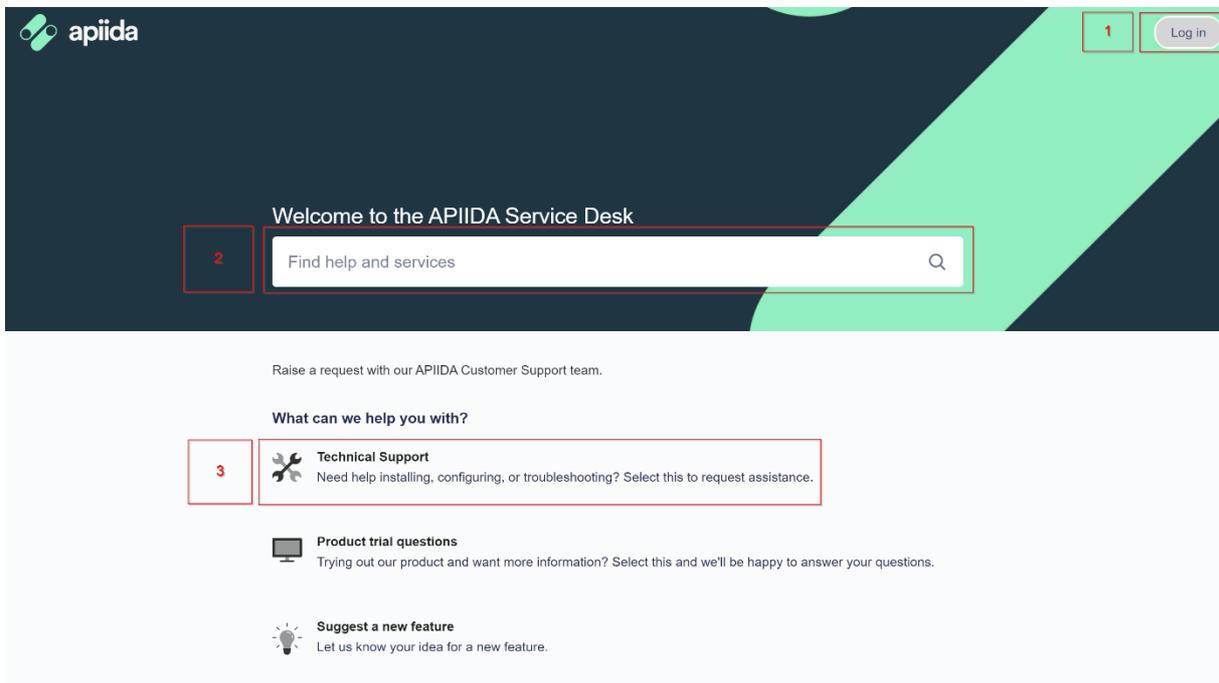Hereinafter, the above mask will be described in more detail.

Illustration 3: Webportal on Overview

Essential functions:

1 - Queries can be viewed here and also settings for the user profile can be changed. You may also change your password.

2 - This search field allows you to search the Knowledge Base before creating a ticket.

3 - This link gives you the opportunity to report an incident. This will be described below.

To open a ticket, click on the link "Technical Support". Then the following input mask opens:

Illustration 4: Create Ticket

Description of the individual input fields:

1 – Category: The request type can be adjusted here.

2 – Component: This optional selection can be used to associate the incident with a specific product. Therefore, if necessary, the product to be used can be selected here.

3 – Priority: The incident to be reported can be given a priority here. Our support team will review these and make any adjustments, based on the contract and its contents.

4 – Summary: Please enter a short description.

5 – Description: The description should clearly show the incident to be reported. Information that describes how the error can be reproduced, and log files that provide additional information are important.

6 – Attachment: Here additional information supporting our analysis can be attached. These can be, for example, logfiles and screenshots.

7 – Create: Clicking this button completes the process of creating a ticket.

6. Privacy

Our privacy policy can be found at: https://apiida.com/privacy-policy.