

Definition of Support Levels and Responsibilities

Level One support is usually provided by either the onsite engineer or someone at a call center. This service includes:

1. taking an accurate description of the problem,
2. gathering follow-up contact information,
3. determining if the problem is repeatable,
4. determining if/how it impacts the end user's work, and
5. reporting the problem to level 2 support.

Level Two support is usually provided at the VAR's main facility by one or more of VAR's employees who have been trained by OMNISOFT. This service includes:

1. surveying both VAR's and OMNISOFT's list of FAQs and database(s) of known bugs for related problems ,
 - a. if a related problem is found, the resolution (patch or work-around) is relayed back to the Level One contact,
2. if no related problems are found, then the engineer attempts to recreate the problem in the lab,
 - a. if the problem cannot be recreated in the lab, then more information is requested from the Level One contact,
3. if the problem can be recreated, the engineer attempts to determine if the problem is hardware or software related,
 - a. if the problem is clearly hardware related, then the engineer will engage the appropriate hardware resources to address the issue,
 - b. if the problem is software related, then the engineer must verify that the end user has the appropriate software is loaded on his platform,
 - i. if the wrong combination of software is loaded, then the correct set of modules is sent to the Level One contact,
4. if no fix or work around is published for the reported problem, then the engineer logs into the OMNISOFT's web site and files a incident report.

Level Three support is handled by OMNISOFT and usually provided at OMNISOFT's facility by its support staff. OMNISOFT must have received a properly completed incident report before Level Three support service can be delivered.