



Customer Support Guide

Version 1.5



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INTRODUCTION

ARMATURE is always here for you—before, during, and after the implementation of your system. Our goal is to provide you with software that is easy to use, reliable, and intuitive. We know that from time to time, you may have questions, experience system bugs, require system enhancements, or you might want to request a new product feature. In order to provide you with the highest quality customer service, we have established a web-based portal to help manage your questions and issues. The ARMATURE Customer Support Portal enables you to:

- Raise a Support Ticket – Product Support or Managed Hosting Services
- Issue a Configuration Request
- Request a New Feature or Modification
- Ask a Question
- Access ARMATURE Fabric and EnGauge User Guides
- Explore our Knowledge Base
- Join a Community

This guide details our customer support procedures and tells you how to raise and track your questions and issues.

If you have any suggestions about how we can improve the information contained in this guide, please contact support@armaturecorp.com.

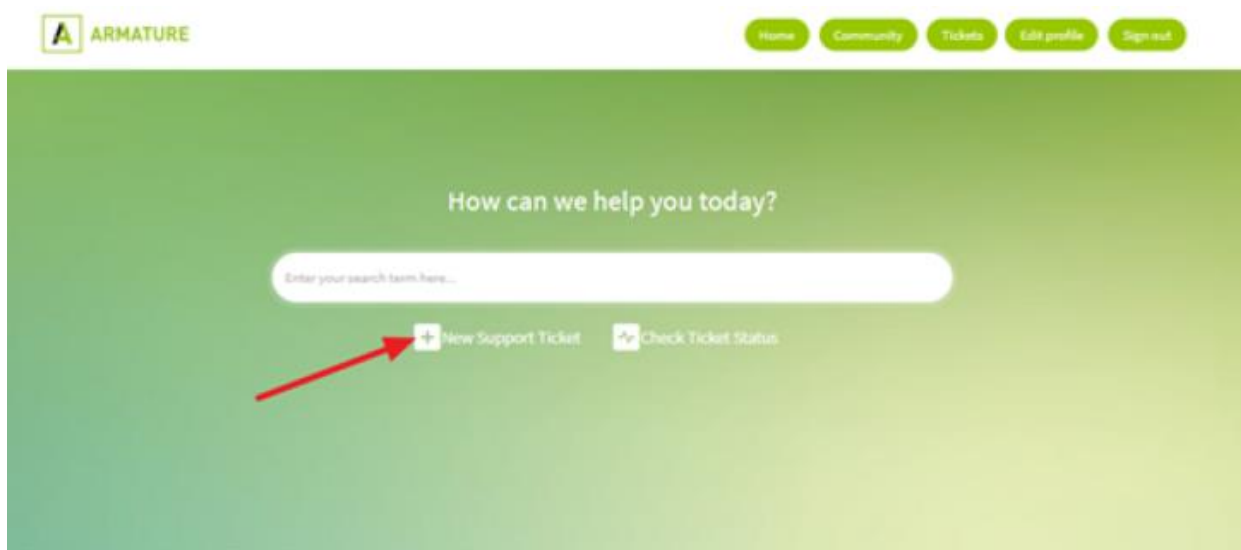
HOW TO ACCESS THE CUSTOMER SUPPORT PORTAL

You can submit and review your Support Tickets, Requests, and Questions through the ARMATURE Customer Support Portal. You can access the portal from a laptop, tablet, or mobile device. To access the portal, submit a new Support Ticket, or review an existing ticket, please follow the instructions below:

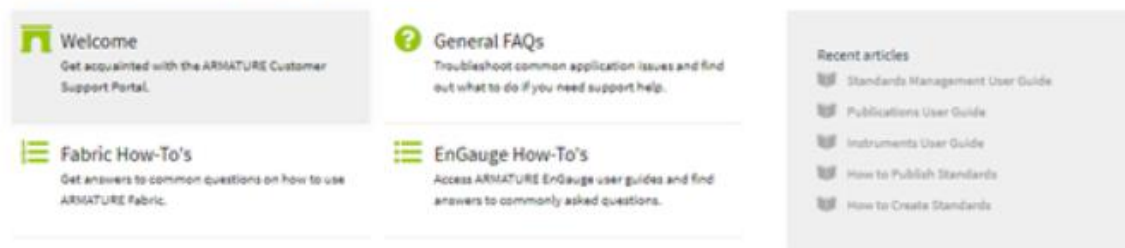
- Log in to the [ARMATURE Customer Support Portal \(https://support.armaturecorp.com/\)](https://support.armaturecorp.com/) with your user ID and password. If you have any issues accessing your account, please contact your system administrator, or email support@armaturecorp.com.

HOW TO SUBMIT A SUPPORT TICKET, REQUEST, OR QUESTION

- To submit a ticket, click the **+New Support Ticket** located in the area shown below:



ARMATURE Customer Support Portal



- Complete the fields located on the Submit a Ticket page. You will need to select a Support Type and Priority Level.

Support Types fall into the following categories:

- I can't access the application

- Something is not working
- I'd like to request a change to my application
- I need to know how to do something
- I need to add a new feature
- Other questions

Select the Support Type that best fits your request, and then select the Priority Level. Below is a description of the Priority Levels to help you make your selection:

Support Ticket Priority Levels

Priority	Description
Urgent	Issue severely affects business operations and requires immediate corrective action. Example - business operations are blocked.
High	Issue causes conditions that seriously affect business operations, maintenance, administration, etc. and requires priority attention. Example - some users (not all) are unable to complete business tasks and there isn't a workaround available.
Medium	Issue has a moderate impact on operations but requires attention from the Support Team. Example - some users are experiencing issues and there is a workaround.
Low	Issue does not severely impair the functioning of business operations.

- Once fields are completed, click the **Submit** button and your ticket will be created/submitted.
- When you submit a Support Ticket or Question through the ARMATURE Customer Support Portal, our Technical and Support Teams are notified right away and can start reviewing and addressing your issue(s) quickly. Your Customer Support Manager and Customer Success Manager also receive a notification and can serve as advocates for you throughout the support process.

SUBMITTING SUPPORT CASES VIA EMAIL

If you don't have immediate access to the ARMATURE Customer Support Portal, you can also raise a ticket via email. When you submit a Support Ticket through email it will be automatically routed to the Customer Support Team, and a ticket will be created. Please note the following support contacts:

- support@armaturecorp.com – Product Support, General Questions
- hostingsupport@armaturecorp.com – Managed Hosting Services

TARGET RESPONSE TIMES

Managed Services Hosting

ARMATURE strives to ensure adherence to the managed hosting service levels specified in your service agreement. While the minimum acceptable uptime in any calendar month is 99.5%, as described in the agreement, 99.999% uptime is expected, except during scheduled maintenance activities or downtime due to major disruptions to the primary Data Center’s functions.

If your system experiences a web hosting issue, we ask that you visit the ARMATURE Customer Support Portal and raise a ticket as soon as you are able. If the issue is business critical, we also ask that you notify your ARMATURE Customer Support Manager at 703-674-5985.

In either case, our target response time for managed hosting issues and inquiries is 2 hours. If, for a reason beyond our control, we have not contacted you within this time period, you may escalate your request to ARMATURE’s Chief Administrative Officer at 703-674-2474.

Target Response Times for All Other Inquiries

Priority	Description	Target Response Time
Urgent	<ul style="list-style-type: none"> ▪ System is down and multiple users are unable to access either the system or content ▪ System needs to be restored as quickly as possible due to a business-critical deadline ▪ Potential impact on revenue is imminent ▪ No workaround can be found to address current system critical issues 	Initial ticket response time <2 hours
High	<ul style="list-style-type: none"> ▪ The issue is important and has a relatively high impact on operations ▪ Either single or multiple users are affected by this issue 	Initial ticket response time <8 hours
Medium	<ul style="list-style-type: none"> ▪ While an issue has been identified it only has a low to moderate impact on operations ▪ A workaround is available in the meantime 	Initial ticket response time <24 to 48 hours

Configuration/New Feature Requests:

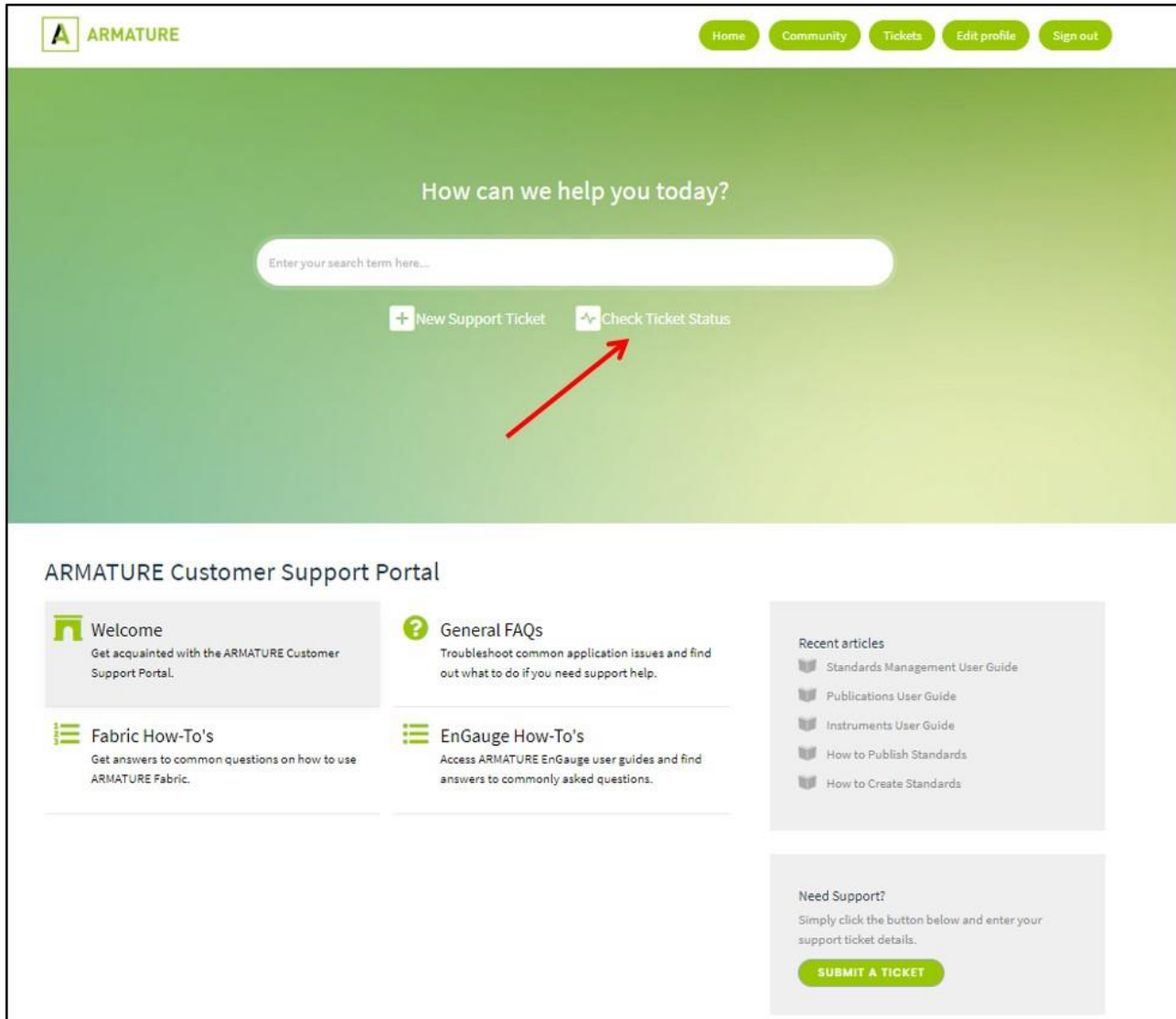
Configuration and New Feature Requests are scheduled with our Services Support Team. These requests are reviewed by our Product Team and categorized based on demand, complexity, and resource availability. Once we understand the delivery timescales for these types of requests, we will discuss these with you, and/or follow up with any questions we have.

General Product Questions:

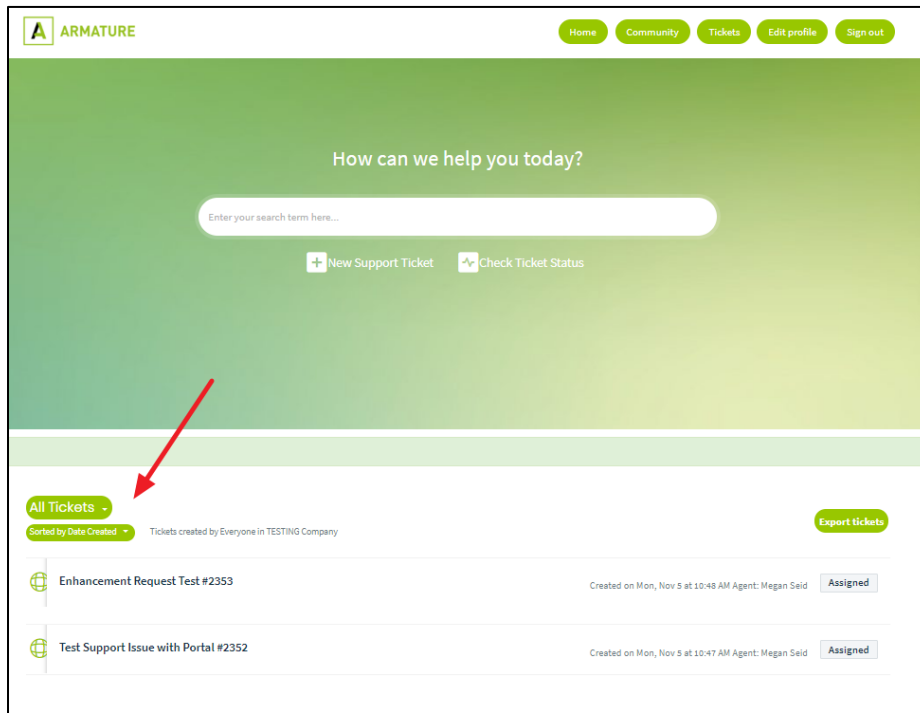
General product questions are addressed as quickly as possible, depending upon the nature and complexity of the question.

CHECKING THE STATUS OF A SUPPORT TICKET

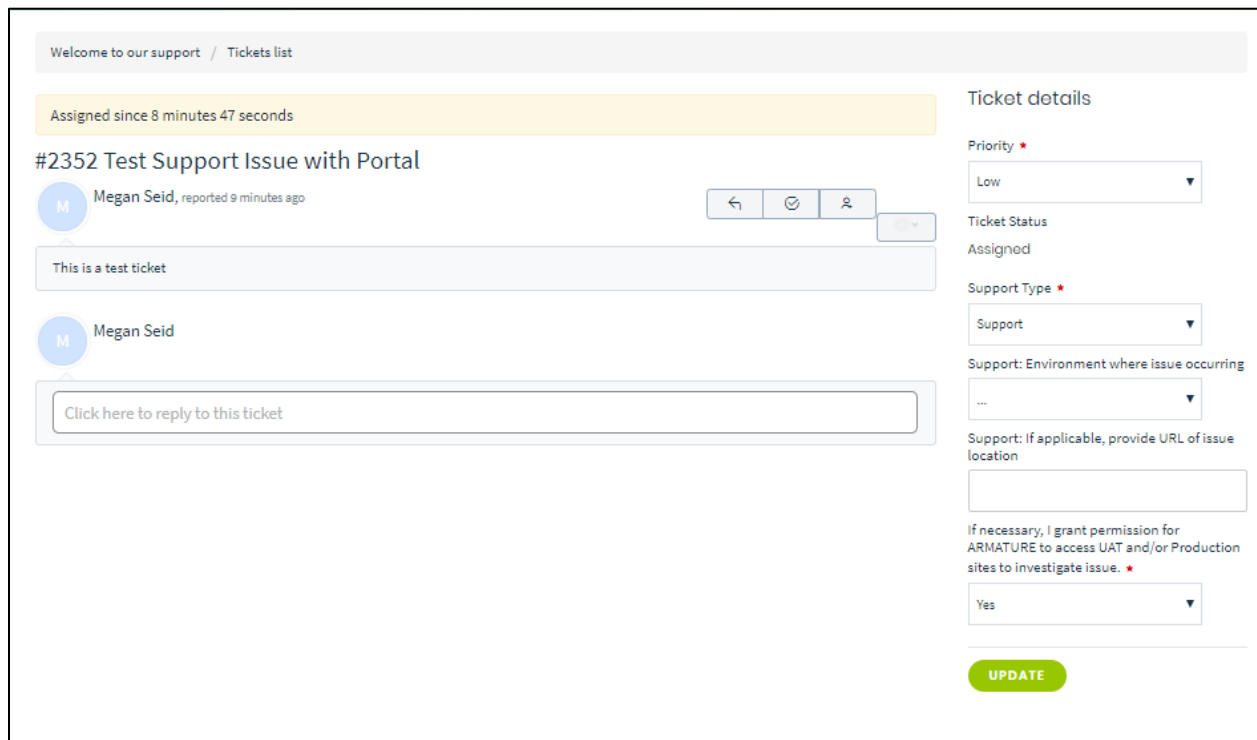
You can access your Support Ticket(s) directly through the ARMATURE Customer Support Portal. Once you have logged into the system, click the **Check Ticket Status** button.



You can sort your Support Tickets by user or by organization.



To view the details/submit a message on a submitted Support Ticket, click the name of the ticket to access. Within the ticket, you can (1) send new messages, and (2) edit specific ticket fields.



OVERVIEW OF SUPPORT TICKET WORKFLOW

1. Submit your Support Ticket either by email or via the ARMATURE Customer Support Portal. It is important to classify the type of Support Ticket and its priority, while providing as many details about your request as possible.
2. Once the new Support Ticket is received, it is automatically assigned to the Services Support Team and the case status is changed to Open. (Tickets received after hours may not be addressed until the next business morning.)
3. The portal generates an email response for you. The email confirms receipt of your case and includes your assigned case number and a link to access your ticket in the portal.
4. An ARMATURE team member will try to replicate your issue and will update your ticket to inform you that the issue is being investigated.
5. We will assign to your case a team member and begin working to resolve your issue according to the ticket prioritization. We will provide updates to our progress according to our target response times below.
6. If a code change is required to resolve the issue, the fix/enhancement will be deployed to your testing environment for verification. Upon your approval, your ticket will be deployed to production.
7. Once the fix is deployed to production, the status will be changed to Resolved and you will receive an email notification. This email includes a link to the resolved Support Ticket, which you can access if the ticket needs to be reopened at any time.

SUPPORT TICKET STATUS DEFINITIONS

Support Tickets are updated by the Development Team and include information about the current progress on your case. Status definitions are as follows:

- **Open:** Ticket has been created and a support engineer will address it shortly.
- **Pending:** Ticket is waiting for additional tasks to be completed prior to resolving the ticket.
- **Waiting for Customer:** Waiting for additional information from you before we proceed.
- **Ready to Deploy:** We have completed the solution/enhancement, and you have verified it within your internal testing environment. The solution/enhancement is ready to deploy to the production environment.
- **On-Hold:** Ticket is on hold to be addressed at a later time.
- **Product Backlog:** Resolution requires an update or enhancement in our core product (Fabric or EnGauge). These items are reviewed weekly for consideration and/or to be scheduled in an upcoming sprint.
- **Waiting Upgrade:** Product bug/new feature request has been completed by Product Team and is waiting upgrade of your environment.
- **Closed:** Support Ticket has been inactive with no activity for over 30 days, or issue was determined not to be an issue and no work was completed.

- **Resolved:** Bug fix/new feature request has been deployed to production and ticket is completed.

SYSTEM RESPONSE EMAILS

You will receive automated system emails to update you of the following actions:

- Support Ticket request was received in ARMATURE Customer Support Portal and ticket was created.
- A Support Ticket is updated.
- A Support Ticket status is set to Resolved.

SUPPORT POLICIES

- **Product Bugs or Issues:**

Occasionally, resolution of a ticket may require code changes in a core product (ARMATURE Fabric or EnGauge). In these cases, an internal ticket is submitted to our product team. We will keep you informed of progress on these issues through your Support Ticket.

- **Deployment Verifications:**

Once a fix/enhancement is ready, the updated code is deployed to your UAT environment for testing/verification. Please see below for more details regarding the deployments:

- **Deployment to UAT:**

Once the fix/enhancement has been deployed to UAT, we request that you verify that the issue has been resolved prior to production deployment. Once verified in UAT, we will coordinate with you to schedule a production deployment.

- **Deployment to Production:**

Once the fix/enhancement is deployed to Production, the Support Ticket status is changed to Resolved. The Support Ticket can be re-opened at any time.

- **New Feature Request Cost Estimates:**

We will send you estimated costs for configuration/new feature requests in two instances: (1) when the work required to complete the request is more than a few hours, and (2) when you request an estimate. Work proceeds on a ticket once you approve the estimate. In cases of larger enhancement projects, we will send over a Statement of Work (SOW).

- **Waiting for Customer - Support/Enhancement Cases:**

- **Inactive over 30 days:**

Inactive Configuration/New Feature Request tickets for which we haven't received a response from you for 30 days will be moved to Closed status. These tickets can be reopened at any time.

- **Urgent Priority Tickets:**
When an urgent priority Support Ticket is in Waiting for Customer status with no response from you for over 48 hours, the ticket is downgraded to high/medium priority.

HELPFUL HINTS: FAQs ON SUPPORT REQUESTS

- **Details to Include When Submitting Your Support Ticket:**

To reduce investigation and resolution time, please include as many details as possible in the ticket message. We recommend including the following:

- A copy of the error message, if applicable
- A screenshot of the area where the issue is occurring as well as a URL
- A summary of the steps you took that led to the issue (so that we can attempt to replicate)
- The date and time the issue began
- The number of users affected (if just one user, please provide their full name)
- Who is the user experiencing the issue?
- Confirmation of whether you can replicate the issue in your UAT environment?

ARMATURE SUPPORT CONTACTS AND HOURS

Important support contact information is listed below:

- **Main Support Contact:**
Matthew Arnett
Phone: 703-674-5985
Email: support@armaturecorp.com
- **Contact for Escalations:**
Chief Administrative Officer
David Cassee
Phone: 703-674-2474
Email: david.cassee@armaturecorp.com

Hours:

- Hosting Inquiries: 24x7x365
- All other Inquiries: 9 a.m. to 5 p.m. EST