



CUSTOMER SUPPORT GUIDE

For North America

2009 Eshbel Technologies, Ltd.
All Rights Reserved

This document contains unpublished, confidential, and proprietary information of Eshbel. No disclosure or use of any portion of the contents of these materials may be made without the express written consent of Eshbel.

Eshbel Technologies, Ltd.
28 Mishol Hadkalim
Jerusalem
Israel 97278
PHONE: (972) 2 5481000
FAX: (972) 2 5481001
www.eshbel.com

The support policies and guidelines described in this guide replace those found in all previous support guides. Eshbel reserves the right to change the content at any time.

We welcome your comments.

Contents

Introduction	3
Defining and updating customer authorized contacts	3
Contract support terms	3
Eshbel Customer Support	4
Contacting Eshbel.....	4
Submitting new cases.....	4
Client operations.....	5
Product issues	5
Usage issues	6
Eshbel consultation services	6
Custom fixes	6
Resolution escalation	7
Eshbel Professional Services	8
Product start-up and implementation services	8
Application consulting services.....	8
Education services	8
Service Call Status Definitions	9

Introduction

Eshbel's primary objective is to help make the transition to and use of **Priority** as efficient and easy as possible. Customer support has always been and continues to be a high priority for Eshbel.

Defining and updating customer authorized contacts

Eshbel provides product support to customers who are current with their annual license payments (AULC).

Eshbel provides your designated company contact(s) with a username and password to access Eshbel's web-based Customer Service. It is your company's responsibility to control access to your username and passwords, providing it only to those who are authorized to use this support.

You can add or delete contacts in our records by accessing the Eshbel Service Center on the web site.

Contract support terms

Your standard product contract entitles your company to support for the correction or circumvention of product defects in the current releases of active products. For a limited time, Eshbel will make corrections in the immediate prior release. This period usually ends up to 6 months after Eshbel makes the current release available. This does not apply if someone other than Eshbel makes modifications that cause the problem. The schedule of current product releases is dynamic. Your customer service representative can answer specific questions.

Eshbel Customer Support

Contacting Eshbel

Regular contact: Open a service call at www.eshbel.com. Click on the “Customer Log-In” link and follow the instructions provided below. During normal work hours, you will receive a response to your call within 24-48 hours.

Emergency contact: The Eshbel Voice Mail Service, located in North America, is available 365 days a year (24x7) to accept and log your emergency calls.

Problem alerts: If the first two methods do not produce an adequate response, you are invited to contact our International/U.S. representatives (whose contact information will be posted and updated from time to time on our website).

All new cases must be submitted via a service call on the Eshbel web site. This ensures efficient and effective review and handling of your call by a Customer Service representative, as well as tracking capabilities and an identification number.

Submitting new cases

When submitting a new case to the Customer Support Center, please be sure to include the following information:

1. Precise identification of the software package, including the release number, operating system (e.g., Windows NT) and database (Oracle, Tabula, SQL).
2. Any helpful information about the specific case, which may include:
 - Error messages or codes (preferably as a screen shot)
 - System log messages
 - Program output
 - Description of expected correct behavior
 - Impact of case
3. Any recent changes made to the system (patches, service packs, etc.)
4. For phone messages – information concerning the contact at your company:
 - Contact name
 - Company name
 - Contact phone number(s)
 - Contact’s e-mail address

Client operations

The following suggestions help ensure a smoothly run operation:

1. **Use change management.**

Ensure that your systems are current in order to speed up the process of resolving any cases that arise. Do so by:

- Keeping orderly documentation on changes to your systems
- Applying maintenance regularly or keeping up with current software release levels
- Making incremental changes rather than mass changes, when possible, to make changes easier to track
- Rigorously testing new releases before moving them to production

2. **Have a coordinated contact point person.**

Having a coordinated support contact point reduces the possibility of redundant reported issues and missed communications. It also helps prioritize multiple open issues.

3. **Use stability management.**

Have procedures in place to roll back from unsuccessful changes, whether they are provided by Eshbel, other vendors or other applications software. Perform regular data and program backups for system recovery.

4. **Use case management.**

Know when and why a case is open. This is very helpful in understanding events that precede a case. Understanding will expedite case analysis.

5. **Keep communication open.**

Keep the communication open between your support contact and Eshbel's Technical Support Engineer. Make known the results of tests, diagnostics and interim corrections.

Product issues

The Support Center handles product issues. "Product" refers to the entire product, including installation procedures, software and documentation.

A product issue is one where the software does not perform as documented, or the documentation is incorrect. Normally, Eshbel resolves these issues by recoding or reengineering the software product or by changing the documentation. Eshbel may supply an interim correction or circumvention to make the product operational until a permanent change can be made.

Usage issues

Usage issues are specific to a user or environment.

Typical issues might include questions on how to:

- Install the product
- Configure or tune the product for your environment
- Apply maintenance or upgrade to new releases
- Do normal product operations, such as run a report, restore a file, etc.

You may resolve usage issues on your own by researching the documentation available on the Eshbel web site and in the product.

This documentation provides self-service diagnostic capabilities for usage issues and questions. You may also contact Eshbel Support for assistance with usage issues. You will be asked for your approval to continue on a fee basis when you call, in the event that the case may not be a product defect. However, the Technical Support Engineer may only be able to make this determination late in the process of case analysis.

Eshbel consultation services

Eshbel consultation services are fee-based telephone or e-mail services designed for customers who are seeking advice on the use of Eshbel products. These services provide access to Technical Support Engineers with experience in functional and operational areas of Eshbel's products.

In order to take advantage of these consultation services, you must have a valid license and be up-to-date with the AULC payments. The default mode for consultation is ad hoc, pay-per-incident (time and expenses), with written authorization.

Should you have a question about any consultation service or billing, please contact your Administrative Manager or send an e-mail request to the Customer Service Center.

Custom fixes

A custom fix is a software change that is not a part of the standard product. It is provided upon the customer's request to modify the operation of the standard product to meet their specific needs.

Eshbel does not guarantee that it will implement custom fixes as a standard part of the product in future releases, or that it can apply or alter a custom fix to fit any future release (unless the fix is covered by specific fees that become a part of the AULC). Eshbel distributes custom fixes on an "as-is" basis.

A custom fix constitutes an uncertified feature and Eshbel will not be liable on any claim, whether in contract, tort, or otherwise, for any damages arising directly or indirectly from your use of such a fix. Eshbel provides all support on custom fixes through the Eshbel Consultation Services, including realignment of custom fixes from prior releases.

Resolution escalation

If you feel your case is not receiving adequate service from Eshbel, contact the Customer Support Center and discuss expediting the case. If you do not reach a satisfactory solution, request that a member of the Eshbel Support Management Team contact you.

Eshbel Professional Services

Eshbel offers you on-site and remote assistance through our Professional Services Organization. Eshbel's Professional Services are designed to address your company's needs in four areas:

- ❑ Product start-up and implementation Services
- ❑ Application consulting services
- ❑ Education services.

Product start-up and implementation services

A quick, seamless, and successful product start-up and implementation can greatly benefit your company's bottom line by reducing costs, demonstrating a quick return on investment and increasing productivity. Eshbel Professional Services will ensure that your product start-up implementation runs as efficiently as possible, addressing all aspects of implementation, including training and education, functional consulting, gap analysis, customizations and data conversion.

Application consulting services

Successful application development projects are based on proper scope identification, effective project management, quality design and development, and efficient use of the development tools. Eshbel Professional Services can provide these services and more to help you organization make the most of your Priority installation.

Education services

Eshbel recognizes the importance of high-quality functional and technical education for our customers and we place a high focus on product education. Experts are available to provide implementation planning services, as well as project management, product consulting, and key user training. With detailed knowledge of Priority and practical "real-world" experience, the experts address a customer's particular situation by identifying individual tasks and activities required for success.

Service Call Status Definitions

When Eshbel places your case in a wait status, it indicates that Eshbel Customer Service has reviewed the service call and either (1) has given you specific actions to perform and is waiting for a response or (2) is addressing the issue internally. The status definitions of service calls are:

New Call: Your service call has been opened in the system, and has not yet been reviewed by Customer Service personnel.

Pending: Your service call is being reviewed.

Answered: Your service call has been responded to and an answer provided. You can still update the call.

Awaiting Customer: Eshbel Customer Service is waiting for a response from you.

Updated: You have successfully updated your service call, which is now awaiting review by Customer Service personnel.

Programmer: A programmer has been assigned to review your service call.

Senior Programmer: A senior programmer has been assigned to review your service call.

Awaiting Upgrade: Your upgrade request is being reviewed/handled. That is, Eshbel is either reviewing your account or waiting to connect to your system to perform technical checks before the upgrade.

Canceled: Your service call has been canceled.

Closed: Your service call has been closed. If you have additional questions on this issue, please open a new service call and cite this service call number in the new call.