

## Support & Maintenance Policy

### Introduction

The SG Systems Global Support & Maintenance Policy is designed to provide an orderly method in which support and maintenance requests are handled. The purpose is to provide the fastest response and most efficient path to support and maintenance issue escalation leading to a resolution. The more successfully support and maintenance is controlled the more likely we are to maximize customer uptime and reduce system downtime.

### Support & Maintenance Process (Case Management)

At the point of installation, SG Systems Global provides each customer an email address ([support@sghsystemsglobal.com](mailto:support@sghsystemsglobal.com)) to contact in the event support is required. SG Systems Global uses Salesforce CRM with automated workflows to manage the process of connecting the customer in need with the appropriate support representative. Support & Maintenance requests are known as 'Cases'.

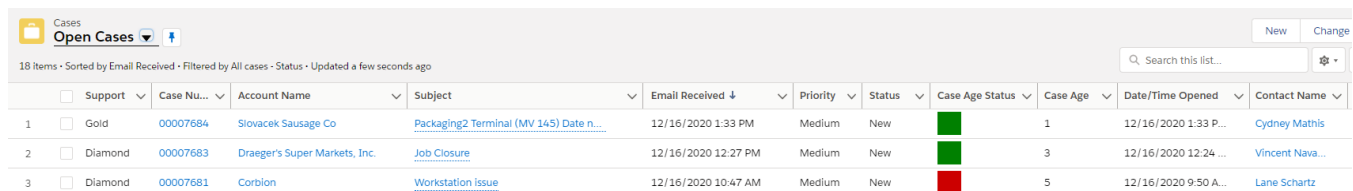
### Management of Cases

To report a case, the customer must email the above support address. This begins the automated process listed below / overleaf. The automated process essentially ensures that customers have a valid support agreement and that their support level is enforced. Details of the available support plans available [here](#).

The Salesforce CRM screenshot below details.

- Support Level (Silver, Gold, Platinum, Diamond)
- Case Number (auto generated)
- Account Name (auto notifies the Account Manager)
- Subject (email name)
- Email Received Date (auto generated)
- Priority (assigned by Customer Support Rep)
- Status (New, Reopened)
- Case Age (green if current, red is outside the target hours)
- Date/ Time Opened (time the email was received by Salesforce CRM)
- Contact Name (email sender)

Many other fields exist that can be utilized is required.

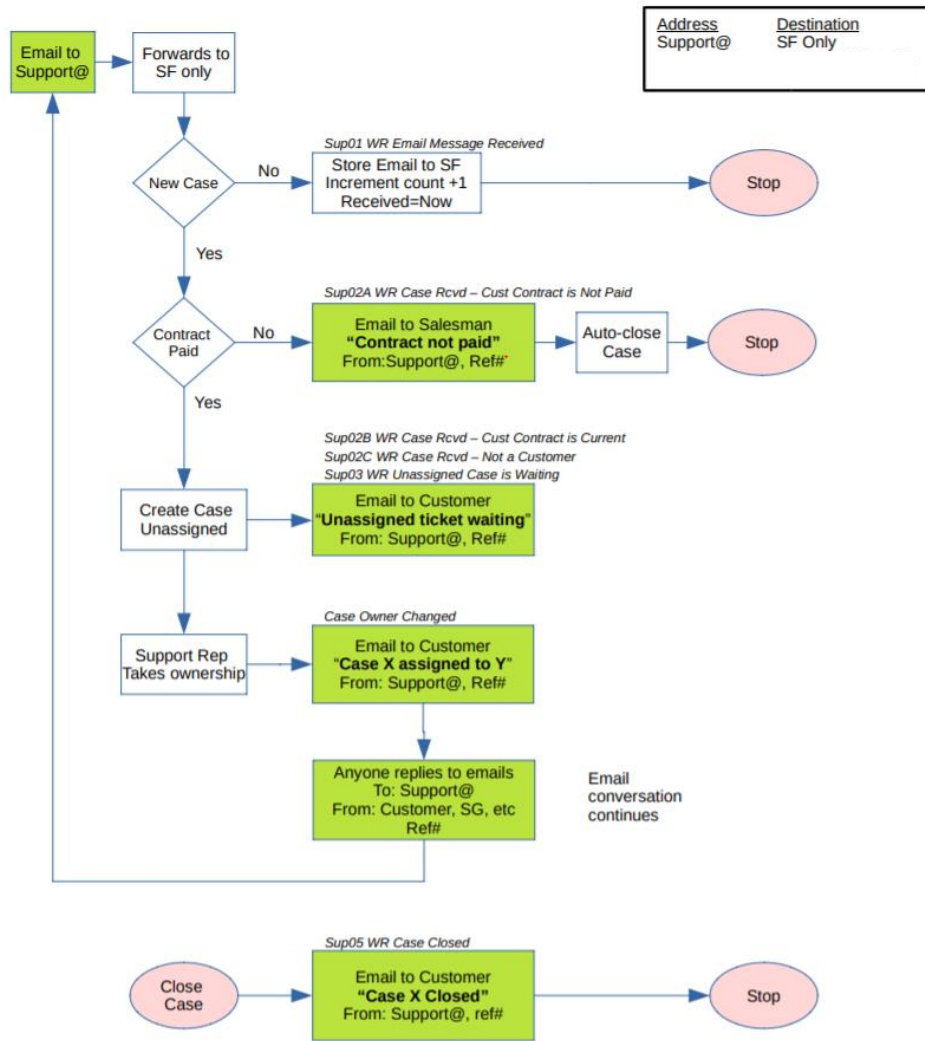


Support	Case Nu...	Account Name	Subject	Email Received	Priority	Status	Case Age Status	Case Age	Date/Time Opened	Contact Name
<input type="checkbox"/>	Gold	00007684	Slovacek Sausage Co	Packaging2 Terminal (MV 145) Date n...	12/16/2020 1:33 PM	Medium	New	1	12/16/2020 1:33 P...	Cydney Mathis
<input type="checkbox"/>	Diamond	00007683	Draeger's Super Markets, Inc.	Job Closure	12/16/2020 12:27 PM	Medium	New	3	12/16/2020 12:24 ...	Vincent Nava...
<input type="checkbox"/>	Diamond	00007681	Corbion	Workstation issue	12/16/2020 10:47 AM	Medium	New	5	12/16/2020 9:50 A...	Lane Schartz

\*sampled data provided for illustration only

*Automation Process*

The diagram below details the automated workflow for all cases sent to [support@sgsystemsglobal.com](mailto:support@sgsystemsglobal.com)



*Management Review*

All outstanding cases are reviewed by management on a weekly basis to ensure cases that are taking longer to solve are addressed.

*Customer Review Process*

Case Reports (weekly, monthly, annually) are available and emailed through Salesforce CRM as an automated task. All cases can be reviewed with a dedicated Account Manager, at a scheduled time.