Technical Support Guidelines

In the course of implementing your Business Application Software, situations sometimes arise that require technical support or professional services to resolve them. This document is intended to define when incidents qualify as billable support or professional services. If you are currently an eIS Platinum Support Customer, you are entitled to unlimited “billable support” incidents. For those customers, this document is meant to define what is considered support and what is considered a professional services engagement.

Technical Support

Technical Support in general, is provided on a per incident basis and is intended to provide help with situations such as: how-to questions, troubleshooting issues arising from the intended use of the software you have purchased from eIS Business Solutions, product registration inquiries and application requirements information. Technical Support is not intended to be a resource for the full implementation or installation of the business applications we represent.

Technical Support Incident Defined

An incident is defined as a single how-to or operational issue described during your opening contact with Technical Support. Issues that are a result of the original incident, or are caused by changes made in the process of correcting that incident, are considered part of that primary incident.

Any additional, non-related issue raised during the resolution of the original issue is considered a separate incident and will be charged accordingly.

Typical how-to incidents include assistance in bypassing a specific error message and accomplishing certain steps in a report or other specific inquiries, such as where a certain field is stored or what a field will do if it is marked versus unmarked.

The scope of a how-to question is limited to a specific step within an end-to-end process. A general question on how to perform the entire end-to-end process would not be in scope. For example, the support professional will answer a specific question on how to modify an existing report, how to run month-end or year-end procedures, how to upgrade to the next version of the software or how to change their sort order, but the support professional won't cover the entire process in any of those situations.

In many cases, the difference between a specific how-to question and a question that encompasses the entire end-to-end process comes down to the support professional's discretion. The support professional will assist with the end-to-end process by referring to online manuals or relevant Knowledge Base documents and/or by recommending that you schedule consulting time.

Troubleshooting assistance

You will be charged for troubleshooting assistance. An example of troubleshooting assistance may include a situation where accounts are not in balance or do not match. Occasionally, a customer initiates a support incident, and later discovers the solution by himself/herself. These situations are still chargeable unless the eIS Business Solutions support professional has made no effort to assist the customer.

Billable Incidents

All support incidents are considered billable unless the technical support representative handling the incident determines them to be non-billable. See the Billable Incident Examples section of this document for more details.
Billable Incident Examples

Examples of Billable support for all products includes questions related to implementation*, installation*, upgrades, migrations, and application requirements. Product specific examples are listed below. While this list does not contain all issues, it is provided to give some baseline regarding support charges.

Billable incidents for Business Software Applications:

- Questions on software operations
- How to questions
- Troubleshooting questions
- User Stuck in the system
- Questions on installation
- Citrix / Terminal Server Installs

*In some cases these issues are handled as a Professional Service. This determination will be made during the initial contact for the incident.

Professional Services Defined

Typically professional services are provided as extended assistance with issues not related to product usability, troubleshooting and problem resolution. Usually, if we have to login and complete a process for you, it is considered professional services. See the Professional Services Examples section of this document for more details.

Professional Service Examples

Some examples of Professional Services would include installation, implementation, setup and customization of your solution. Running SQL Scripts to change a status on a document or to change values in SQL tables. Creating a custom report. Applying updates, service packs, upgrades and changes to forms and reports.

Also included in professional services is support for any product not sold to the client by eIS Business Solutions. All reasonable accommodation is made to aid in the success of the solution, and technical support representatives make an effort to provide assistance with products associated with your business application. However, in the event a problem proves to be caused by any supporting application, the support representative handling the incident will make a determination as to whether the support required to resolve the issue can be provided.

Examples of supporting applications include but are not limited to Internet Information Services, Crystal Reports, Third Party Applications, the operating system, network configuration, network security.

Technical Support Information

Once enrolled in an eIS Platinum Support Plan or you have purchased an eIS Flex Plan, you may contact our technical support team by telephone or by Email. If you had not purchased a support plan, please purchase an eIS Flex Plan at the eIS Customer Support Center. When contacting support, please provide your company name, product and a detailed description of the issue. The more information you provide initially, the faster we will be able to help you.

Technical Support Hours

Monday - Friday 9:00 AM to 5:00 PM EST
Monday – Friday 9:00 AM to 5:00 PM PST

Technical Support Contact Information

Telephone: 877.585.5160
Email: support@eisBusinessSolutions.com

Technical Support is closed on major US Holidays.