



Privia Support Model (Standard)

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Synopsis

Privia LLC provides different support options for customers based on services that are contracted by customers. This document is intended to explain the various support options and limitations.

Support Model for the Privia Product

The design of the Privia support model is that of a “Level 2” and above support system. Every customer of Privia can identify a limited number of people that can contact Privia Support (typically 3, but can be changed through a contract modification). Typically these individuals act as first level support and will field questions from end users. Since every customer has a different environment and different methods of using the Privia product, the technical support contacts act as the helpdesk for Privia for end users so that they can field any questions that come up that are unique to their environment.

Privia support is not a replacement for a company’s helpdesk. End user questions should be handled by the technical contacts first and then support should be used when the technical contacts are unable to resolve the issue.

Below are some common problems that are appropriate for Privia support:

- Technical contact forgot how to perform a task in Privia, request directions on performing the task
- End user is receiving an error that the technical contact has never seen
- Technical contact has identified a possible bug or problem with the system

Below are some common misconceptions about what Privia support will do:

- Add users to a system after an administrator has been established (customers should have more than one administrator so that there is a backup if the primary admin is not available or cannot get to a system)
- Remove users from a system
- Add users to workspaces
- Download or manage documents in a Privia system
- Create groups or manage users in groups within a system
- Set rights for users in a system
- Provide end-user installation support on untested or unsupported systems
- Provide end-user support after hours on home systems
- Need to increase number of licenses or storage (note that this should be directed to the customer sales executive in order to modify the contracted services)

Support Model for the SpringCM Product

Privia LLC is a value added reseller of the SpringCM platform. Customers that purchase the SpringCM product through Privia LLC are provided initial helpdesk support through the standard Privia helpdesk system. This means that the SpringCM product uses the same email and phone contacts that are used for the Privia product offering. The goal is to have Privia LLC manage the escalations just as are done for the Privia product and to provide the same level of support to both customers of the Privia product and the SpringCM product.

As with the Privia product, the design of the support model is to provide Level 2 support for the product. All end user questions must go through Technical support contacts at the customer company before they come to the Privia helpdesk. Privia LLC staff will then look at the issue and try to resolve it with the customer. If Privia LLC cannot resolve the issue, the issue may be escalated to a SpringCM 3rd level support desk. But throughout the process, the Privia LLC helpdesk and ticket system will remain the vehicle of communications.

Technical Contacts

Only the technical contacts are allowed to contact Privia LLC support for assistance. If any other user attempts to contact the Privia support system, the system will automatically reroute the request to the technical contacts for the company identified by the user's email domain and close the ticket. The technical contact is then expected to work with the end user to resolve the issue. In the event that the issue cannot be resolved by the technical contacts for Privia, any of the technical contacts can open a ticket with Privia support to get assistance on resolving the issue.

Note that Privia support does not do end user helpdesk support. Therefore the technical contact will need to work with support to get the end user assistance. This may involve being the go-between with the end user and Privia support or participating in troubleshooting sessions with the end user and Privia support. It is expected that over time, the technical support contacts will learn to follow the same troubleshooting methods that Privia support uses in order to do first level support with the end users.

Customers frequently confuse the role of the technical contact with the role of a Privia Administrator. A Privia system can have as many Privia Administrators as there are users of the system. But being a Privia Administrator does not affect the Privia support system as it is completely separate from the Privia system. A Privia Administrator can be a Technical contact but there is no correlation between the two roles.

Technical contacts will only be updated under the following conditions:

- An existing technical contact sends a support ticket in to add or remove a technical contact (note that the other technical contacts will receive a copy of this request so any request to delete a technical contact will be known by the other technical contacts)
- If all technical contacts have left a company, the contracting officer that signed the Privia contract can contact the sales executive through email to request new contacts be established. This must be received in writing so that there is a record of the request.

Opening Tickets

Tickets are opened by sending an email to support@privia.com. Response times to the tickets are defined in a latter section of this document. The support system will compare the email domain of the sender of the email and then associate the ticket with the appropriate customer. Thus it is extremely important that users send messages from their company domain.

When a ticket is opened with the support system, the system will:

- Automatically copy all other technical contacts on the ticket and send a message back to the originator letting them know that the ticket has been opened.
- If the person sending the ticket in is not one of the company technical contacts, then the user will receive a message that the issue has been forwarded to the technical contacts and the ticket

will automatically be closed. In this case, the technical contacts will receive a copy of the support request and can then respond to the end user to gain information about the issue. If the technical contact believes that additional Privia support is needed, the technical contact should respond to the ticket to cause the system to reopen the ticket and route it to the support queue.

Since the system correlates the tickets to the appropriate company based on the email of the sender of the message, it is important that the technical contacts use their company domain when communicating with Privia support. If a technical contact were to ask to use a Gmail, AOL, MSN, or other generic domain for an email address, the technical contact will likely receive spam from the Privia support system because any spam that hits support@privia.com from that generic domain will be routed to the technical contacts for the company that used that generic domain.

Closing tickets

When work has been completed on a ticket, Privia support will request confirmation that the issue can be closed. If no response is received from the technical contacts relating to closing the ticket, the ticket will be closed automatically after 3 attempts to make contact with the technical contact.

Getting Ticket updates

Technical contacts have access to the support system through a Web interface where they can check the status of all tickets that have been opened.

Severity definitions

Severity 1: System down, all users out of service

Severity 2: System impaired, most users out of service, but some still have access

Severity 3: One (or a few) customers have an issue

Severity 4: Question about usage of the product or request for information

Privia Standard Support

Standard support is the default model for customers that purchase Privia and run it behind their own firewalls. In this form, customers own and operate the hardware and have perpetual licenses to the software.

Hours of operation/phone support

- Normal business hours: Phone support and email support is available from 8am Eastern Time through 6pm Eastern Time Monday through Friday excluding Privia LLC company holidays.
- After Hours: Not available for Standard Support

Severity 1 & 2

Severity 1 & 2 will be handled with a max of 2 hour response time from when the ticket is opened during normal business hours. If Severity 1 or 2 tickets is opened after hours, on weekends, or on holidays, the ticket will be address the next business day.

Severity 3 & 4

Severity 3 & 4 will be handled with 4 hour response time when the ticket is opened during normal business hours. If a Severity 3 or 4 ticket is opened after hours, on weekends, or on holidays, the ticket will be addressed the next business day.

Privia Extended Support

Extended support is the default model for customers that purchase Privia on-demand such that Privia LLC runs the servers for the customer in the Privia LLC hosting centers.

Hours of operation/phone support

- Normal business hours: Phone support and email support is available from 8am Eastern Time through 6pm Eastern Time Monday through Friday excluding Privia LLC company holidays.
- After hours: Email support is available during non-normal business hours

Severity 1 & 2

Severity 1 & 2 will be handled with a max of 2 hour response time during normal business hours and 4 hour response time during after hours from when the ticket is opened during the hours of operation. If a Severity 1 or 2 ticket is opened after hours, on weekends, or on holidays, the ticket system will automatically page out the on-call support staff to work the issue.

Severity 3 & 4

Severity 3 & 4 will be handled with 4 hour response time during normal business hours and 4 hour response time during after hours from when the ticket is opened during the hours of operation. If a Severity 3 or 4 ticket is opened after hours, on weekends, or on holidays, the ticket will be addressed the next business day.