

# SDL Customer Support Service Policy

March 2017

The logo features a large, white, stylized asterisk shape with rounded ends, set against a background of faint, overlapping white lines that form a grid or circuit-like pattern. The text 'SDL\*' is positioned in the lower right quadrant of the asterisk, with 'SDL' in a dark blue font and the asterisk in a green font.

**SDL\***

## Summary

This document describes SDL policy for the provision of Customer Support Services to its Clients. SDL aims to provide a professional, timely and efficient approach to dealing with issues and requests connected with SDL software. This policy is designed to ensure that our Clients receive the best possible service by making clear process and expectations when requesting Support Services, as defined below.

SDL reserves the right to make amendments to this policy without prior notice. The latest version of the SDL [Customer Support Service Policy](#) is posted on the [SDL website](#).

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## Introduction

This Customer Support Service Policy (the “Policy”) describes the maintenance and support services (collectively, “Support Services”) that SDL provides to customers or technology partners (collectively referred to as “you” or the “Client”) for support of SDL applications (“Software”) and associated hosted, SaaS and/or subscription services (“Service”), where applicable (collectively, “Licensed Products”).

This Policy accompanies the support terms and conditions executed between SDL and the Client. The terms contained herein should be read in conjunction with the governing license and/or support and maintenance agreement (the “Agreement”) executed between the parties and the documents referenced within such as the SDL Product Release Policy and the SDL Service Catalog for the appropriate Licensed Product. This Policy applies for the duration of the Agreement.

The Policy defines operational processes for providing Support Services. In event on any conflict between the terms of this Policy hereunder and the terms and conditions of any Agreement, the Agreement terms and conditions will always take precedence.

## Support Tiers

Because we appreciate that all companies are unique, with different needs and requirements when it comes to their Support Services, SDL offers three different tiers of Support Services for our enterprise Licensed Products:

### **SDL Essentials** - Standard Support level:

- 8½ x 5 Full Product Support
- Access to new releases and software updates
- Access to online tools: Support Gateway, Knowledge Base, Communities
- Support Communications

### **SDL Enhanced** - *SDL Essentials*, plus:

- 24 x 5 Full Product Support
- Quarterly Service Reviews
- Training and consulting

### **SDL Elite** - *SDL Essentials*, plus:

- 24 x 7 for Critical Issues (P1)
- 24 x 5 Full Product Support
- Monthly Service Reviews
- Training and consulting

Further details of these support tiers are available in [Appendix A](#). Additionally, you can also select from a variety of a la carte options available in [Appendix B](#).

If you wish to discuss either the Support Services tiers or the a la carte options, please contact your SDL Sales Executive or SDL Customer Support.

## Scope of Support Services

When Client purchases a SDL Licensed Product, Client is entitled to access the [SDL Customer Gateway](#) and the Support Services to assist with:

- (i) clarification of functions and features of the Licensed Product;
- (ii) access to and clarification of the documentation; and
- (iii) issue verification, analysis and reasonable resolution efforts.

Support Services are provided for environments covered by an active Support Services account under the Agreement.

SDL provides Support Services for:

- (i) Any Licensed Product version designated by SDL as “Supported” according to the relevant SDL Product Release Policy;
- (ii) Licensed Product covered by an active Agreement for Support Services;
- (iii) Licensed Product that has been installed by SDL or an authorized SDL technology partner and has been at all times used in accordance with the documentation, unless the Licensed Product is deemed by SDL in the relevant Agreement to be self-installable.

SDL is not obliged to provide Support Services:

- (i) If the Licensed Product is altered or modified other than as approved by SDL, or any portion of the Licensed Product is incorporated with or into other software not approved by SDL;
- (ii) If the Licensed Product has been subject to misuse such as changing the installation at the registry level in an unsupported way, or other misapplication of the Licensed Product; or
- (iii) If the Licensed Product is installed on any computer hardware/software configurations not supported by SDL.

The SDL Customer Support team engages other internal operational teams, as necessary, in order to investigate and respond to issues raised by the Client. Where Licensed Product is licensed and accessed via an SDL data center as a managed service, SDL commits to service availability as defined in the relevant Service Catalog.

SDL reserves the right to withdraw Support Services where persistent and unreasonable requests are made. Such examples include inability to provide diagnostic information or participate in investigation efforts, repeated requests about previously resolved cases, or recurrent questions to which answers appear in the documentation supplied.

# Engaging with SDL Support

## Contacting SDL for Support Services

The [SDL Customer Gateway \(http://gateway.sdl.com/\)](http://gateway.sdl.com/) is the entry point to SDL Customer Support. The SDL Customer Gateway is available 24x7. Many resources are available to any visitor of the site:

- [Product Documentation](#)
- Newsletter sign up
- [Communities](#)
- [Knowledge Base](#)
- [SDL Customer Support Service Policy](#) (this document)
- SDL Product Release Policy
- Additional information on contacting SDL Support

Clients with a login to the SDL Customer Gateway have access to even more information and can open and update a support case. Clients with a login to the support site are the Named Support Contacts of the Client.

## Named Support Contacts

Provided Client maintains an active Support Services account under the Agreement, Client is entitled to establish individual named user accounts on the SDL Support Gateway up to the contracted number (the standard is for two Named Support Contacts) to request Support Services. A Named Support Contact can open support cases, maintain Named Support Contacts, and access self-service materials only available to customers with a valid Agreement. SDL will create a master account for the Client company and an individual account and logon for each Named Support Contact.

The Client may at any time replace Named Support Contacts by opening a support case or using the self-administration features available on the SDL Customer Gateway. Group email accounts may not be used in place of individual named user accounts. Additional email addresses, including group email accounts may be added to each case as needed.

The Client may at any time purchase additional Named Support Contacts by opening a support case.

## Named Support Contacts Responsibilities

Named Support Contact(s) carry out the following responsibilities:

- Before contacting SDL Customer Support, ensure that initial support to the Client's user community has been provided, including
  - Responding to Client's users with respect to inquiries concerning the performance, functionality or operation of the Licensed Product with a goal to resolving user errors;
  - Responding to Client's users with respect to problems or issues with the Licensed Product including investigating, reproducing and reporting problems and communicating/implementing a resolution;

- Open cases using the SDL Customer Gateway to report issues or request assistance;
- Be the contact for the Client with SDL for the purposes of progressing a case;
- Provide reasonable assistance to SDL during the case investigation, including capturing and documenting all relevant information requested by SDL;
- Develop and maintain a good working knowledge of the Licensed Product;
- Provide reasonable remote access to Client systems in order to assist in case resolution;
- Co-ordinate any Client resources where resolution plan activities require it; and
- Confirm resolutions within seven (7) calendar days of receipt or advise SDL when this may be possible.

Except where the application is hosted by SDL, the Client is responsible for making sure that its hardware, operating system(s), databases, virus protection, backup software and procedures, data recovery programs and the like are always adequate for the Licensed Product as specified in the relevant SDL documentation. SDL is not obligated to provide any Support Services concerning Client data or non-authorized third-party equipment or software.

Including the following details in any support case will allow SDL Customer Support to assist you more quickly:

- Clear description of the issue including the expected and actual results
- Description of the impact to the business as a result of the issue being encountered
- Supporting information such as screen shots or log files

When opening a case, the Named Support Contact may indicate the level of impact and urgency of the issue. This information provides an indication of the overall priority. This relationship is explained later in this document.

The measure for service level Response Time (as defined below) begins when a case is logged within the SDL Customer Gateway. Depending on the Agreement, Named Support Contacts may be provided with a phone number to contact SDL Customer Support for urgent issues.

## **SDL Support Responsibilities**

SDL Customer Support will:

- Contact the Client to acknowledge receipt of the issue, begin work on the case and request additional information if needed;
- Involve additional SDL resources, as required.
- Provide regular updates to the Named Support Contact(s) via email, phone or the SDL Customer Gateway and keep a record of those updates in the SDL Customer Gateway, until the issue is resolved or a workaround has been provided;
- When appropriate a case may be transferred to SDL Professional Services or SDL Account Management and closed within the SDL Customer Gateway.



# Case Handling

## Response Time Targets

'Response Time' is the cumulative time in business hours from confirmation that a case has been raised to the initial technical response by SDL. This response may result in the resolution of the case logged or may form the basis for determining what additional actions are required to achieve resolution of the case. Clients must refer to their Agreement for the relevant response service levels.

Unless otherwise stated in your Agreement, the response service level (in business hours/days) is as follows:

	Enterprise		Translation productivity	
	Essentials / Enhanced <sup>1</sup>	Elite	Level 2 (Studio, GroupShare, MultiTerm, Passolo)	Level 1 (Studio Freelance Only)
P1 – Critical	1 hour	30 minutes	3 hours	1 day
P2 – High	4 hours	2 hours	5 hours	2 days
P3 – Medium	1 day	1 day	1 day	3 days
P4 – Low	2 days	2 days	5 days	5 days

## Priority Definitions

The initial priority of each case is determined by the service impact to the Client's business and the urgency selected by the Named Support Contact.

- **Service Impact** measures the effect of the issue on the Client's business:

Some users / workaround in place
All users / workaround in place
Some users / no workaround
All users / no workaround

- **Urgency** reflects how quickly the issue needs to be resolved:

Low	The issue causes an inconvenience but functions are still available.
Medium	Event can be postponed or is far enough away in time to allow response without loss of productivity. Process affected; certain functions are unavailable to users. Failure of a minor function of the system as described in its corresponding documentation and specifications.

<sup>1</sup> See Appendix A for details on the available support tiers.

High	The issue causes a malfunction that inhibits action, preventing progress. Event scheduled to occur but enough time remains to respond without affecting event. An individual process is stopped, customer cannot work.
Critical	Event underway and it cannot be stopped or changed. Immediate action needed to resolve the issue.

- **Priority** is used by SDL Customer Support to ensure responses are made within the appropriate timeframe. Priority levels are defined below:

<b>P1 - CRITICAL</b>	Issue is extensive/widespread affecting an entire critical business process or the Client is not able to conduct core business functions. There is no acceptable workaround. Potential loss of mission critical data.
<b>P2 - HIGH</b>	Business is interrupted, causing work to slow or stop. Problem prevents use of tool soon to be on Client's critical path and there is no acceptable workaround.
<b>P3 - MEDIUM</b>	Users can continue to conduct business. Problem interferes with normal completion of work or tasks are more difficult but not impossible to complete. Problem impairs work but does not prevent use of tool, and there is an acceptable workaround.
<b>P4 - LOW</b>	Problem effects productivity but is a minor inconvenience; an acceptable workaround may exist.

The **Service Impact** and **Urgency** are combined to assign a **Priority** as follows:

PRIORITY MATRIX		SERVICE IMPACT			
		1. All Users No Workaround	2. Some Users No workaround	3. All Users Workaround In Place	4. Some Users Workaround In Place
URGENCY	1. Critical	<b>P1 - CRITICAL</b>	<b>P1 - CRITICAL</b>	<b>P2 - HIGH</b>	<b>P2 - HIGH</b>
	2. High	<b>P2 - HIGH</b>	<b>P2 - HIGH</b>	<b>P2 - HIGH</b>	<b>P3 - MEDIUM</b>
	3. Medium	<b>P3 - MEDIUM</b>	<b>P3 - MEDIUM</b>	<b>P3 - MEDIUM</b>	<b>P4 - LOW</b>
	4. Low	<b>P3 - MEDIUM</b>	<b>P3 - MEDIUM</b>	<b>P4 - LOW</b>	<b>P4 - LOW</b>

## Case Priority Re-classification

When SDL has provided a workaround to a Priority 1 or 2 case (by procedural workaround, system restart, hotfix or otherwise) it shall be reclassified as a Priority 3 until the client confirms the case may be closed.

SDL reserves the right to change the Priority of a case where Impact or Urgency appears to have been overstated.

If the Named Support Contact determines that the Priority of an existing case needs to be changed or the case escalated, the Named Support Contact may request escalation through the [Escalation Process](#).

## Support for Third Party Products

SDL provides Support Services for questions or issues related to third-party products purchased from SDL and used as intended. SDL does not provide Support Services arising from the use of the third-party product for non-intended purposes, in non-SDL product environments, or in any way that violates their individual license.

SDL will work with our third-party product vendors as necessary to resolve issues. This means that resolution may be longer than for issues handled exclusively by SDL.

## Case Closure

SDL may close a case due to any of one of the following circumstances:

- The SDL Support Engineer provides a solution to resolve the case. This may be a workaround;
- A defect or enhancement request has been logged with SDL Product Development and SDL Customer Support can no longer progress the issue;
- A hot fix has been made available to resolve the case;
- The Named Support Contact has requested the closure;
- The reported issue is determined to be out of scope of the Support Services covered in this Policy or the Agreement (for example: customization requests, sales requests or consultative services);
- The product version for which Support Services has been requested is no longer supported as defined by the SDL Product Release Policy;
- The Client no longer has an active Support Services account under the Agreement with SDL; or
- After three consecutive attempts to contact the Named Support Contact(s) across a two-week period, SDL received no response.

New issues or questions that may arise should be entered as separate support cases.

## Product Issues

Any issue reproduced as a generic product issue will be reported to SDL Product Development. The analysis of a reported defect may result in a software update being required to resolve the generic product issue.

When a workaround has been provided, the case will be closed within the SDL Customer Gateway. The defect will remain open with SDL Product Development for investigation.

Where no workaround has been identified, there are two possible outcomes:

- P1 cases may remain open while the SDL Support Engineer continues to work with the Named Support Contact to find a solution/workaround.
- For lower priority product issues, the case will be closed in the SDL Customer Gateway, while the product issue remains open with SDL Product Development. This will be discussed with the Named Support Contact.

## Product Enhancement Requests

Client's suggestions for product improvements or requests to add functionality to a product are very important in SDL's planning process.

To raise an enhancement or feature request, open a low priority case in which the Client describes the requested feature and provide context on the business benefit of the feature. SDL Customer Support will submit an enhancement request on Client's behalf to SDL Product Management, provide a reference number to Client and then close the case on the SDL Customer Gateway.

Please be aware that whilst the request will be reviewed and evaluated for possible inclusion in a subsequent release, SDL provides no commitment to implement any submitted enhancement request and has sole discretion over inclusion of any suggested enhancements in future releases.

# Support Services Hours and Availability

## Standard Support Hours

SDL's [Customer Gateway](#) is available 24x7.

SDL Customer Support staff are available during business hours, defined by region as follows:

Region	Time	Time Zone
APAC	0900 – 1730	Japan Standard Time
EMEA	0900 – 1730	Central European Time
NASA	0900 – 2030	Eastern US time

Please refer to the relevant Order Form or Agreement for your region(s) of Support Services. Hours of operation indicate normal business hours, however some SDL Customer Support centers may be closed on local public holidays.

All SDL Customer Support centers are English speaking with some additional language support available for selected products.

## 24 x 7 Critical Case Support Option

For certain Licensed Products, 24 x 7 support can be purchased to deal with any critical production issues that arise. This service is for issues that meet the definition of a Critical Priority Error as defined in the Agreement or relevant Order Form:

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*A "P1 - Critical Priority Error" means an issue where the Licensed Product becomes unavailable to the Client and for which no practicable workaround is available and that prevents or materially impairs the performance of substantially all major functions of the Licensed Product as described in the documentation accompanying the Licensed Product so that: (i) the Licensed Product is unavailable to the Client or at material risk of becoming unavailable; or (ii) Client is unable to use the Licensed Service due to continual failures or data corruption.*

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Instructions for use of the out-of-hours service are provided to the Named Support Contacts at the time the service is purchased.

This 24x7 service is offered to SDL Clients as an optional service, which is in addition to SDL's standard Support Services, and will be provided to Clients at an additional cost. Contact your Salesperson for more information on availability and fees associated with this option.

See [Appendix B](#) for more details on our a la carte support offerings.

## Major Incident Notification

For SaaS or SDL-hosted systems, in the event of a major issue that impacts multiple clients:

- causing the application to be unavailable for more than 30 minutes, or
- significantly degrading the application for more than 2 hours, or
- critical components are unavailable / degraded

SDL Customer Communications will be sent out within 1 hour of SDL becoming aware of the issue and regular updates will be provided, as required. SDL Customer Communications will be sent to all Named Support Contacts of the impacted Clients.

A major incident report explaining the root cause, remedial steps taken and any measures to prevent future recurrences can be requested. SDL will endeavor to provide the report within 5 working days of the request. In some situations, SDL may have to issue an interim report while further investigation work is performed.

For situations where only a single Client is impacted, all communication will be handled via a case within the SDL Customer Gateway.

# Escalation Process

An escalation is an activity that obtains additional resources or management visibility when these are needed to meet service targets or Client expectations.

SDL’s Escalation Process is as follows:

Level	Contact	Escalation Procedure
1	Escalate within the Case	<p>Within the SDL Customer Gateway open the case, click “Request Escalation” and enter the reason in the comment box.</p> <p>The SDL Customer Support Engineer and the Support Manager will be notified of the escalation request. SDL’s goal is for the SDL Customer Support Engineer or Support Manager to contact the Client within two (2) business hours to acknowledge the request.</p>
2	supportmanagers@sdl.com	<p>Send an email to the Support Managers email address providing the case number, reason for escalation and business need. This is seen by SDL’s Global Management team and SDL’s goal is for a manager or appointed deputy to contact the Client within two (2) business hours to discuss next steps.</p>
3	<p>Regional Support Director:</p> <p><b>APAC:</b> Dan Cui, <a href="mailto:dcui@sdl.com">dcui@sdl.com</a></p> <p><b>EMEA:</b> Diederik Velsink, <a href="mailto:dvelsink@sdl.com">dvelsink@sdl.com</a></p> <p><b>NASA:</b> Carol Bumbaca, <a href="mailto:cbumbaca@sdl.com">cbumbaca@sdl.com</a></p> <p>CC: Jackie Harrison, <a href="mailto:jharrison@sdl.com">jharrison@sdl.com</a> Vice President, Global Support</p>	<p>If the reason for escalation remains unresolved, the Client and/or the Support Manager may escalate to the Regional Director of Customer Support, who will work towards resolution with the appropriate resources, communicating with the Client as necessary.</p>

## Appendix A: Available Support Tiers

Offerings <sup>1</sup>	Essentials Support	Enhanced Support	Elite Support
Hours (Coverage)	8½ x 5	24 x 5	24 x 7
Service Levels (SLA)	<b>P1:</b> 1 hour <b>P2:</b> 4 hours <b>P3:</b> 1 Business Day <b>P4:</b> 2 Business Days	<b>P1:</b> 1 hour <b>P2:</b> 4 hours <b>P3:</b> 1 Business Day <b>P4:</b> 2 Business Days	<b>P1:</b> 30 minutes <b>P2:</b> 2 hours <b>P3:</b> 1 Business Day <b>P4:</b> 2 Business Days
Named Users	2	4	8
Unlimited Support Tickets	✓	✓	✓
24x7 Access to SDL Support Portal, Knowledge Base, Communities, and	✓	✓	✓
Product Patches and New Releases	✓	✓	✓
Support Communications	✓	✓	✓
24x7 Priority <sup>2</sup>	Optional	Optional	✓
Service Reviews		Quarterly	Monthly
Weekend Project Assistance		1 weekend per year	2 weekends per year
Product Training <sup>3</sup>		2 days per year	4 days per year
Consulting <sup>3</sup>		4 days per year	8 days per year

<sup>1</sup> A La Carte Options outlined separately in Appendix B

<sup>2</sup> Not available for ETS, BeGlobal, KnowledgeCenter, XPP, Contenta, S1000D

<sup>3</sup> Travel, accommodation and subsistence expenses are charged separately.



## Appendix B: A La Carte Options

If Client wishes to discuss the following a la carte options, the Client must contact their SDL Sales Executive or SDL Customer Support.

A La Carte Option	Description
24x7 Priority 1 <sup>1</sup>	The 24x7 option will provide support for Critical Priority issues (P1) after business hours working with the client's named user.
Additional Named Support Contacts	Support for additional Named Support Contacts to work with SDL Customer Support can be purchased.
Extended Hours / Region	In addition to the default coverage available with the Essentials Support option, the Client may purchase 1 or 2 extra regions of coverage.
Weekend Project Assistance (Technical Support on call)	Provides a SDL Support Engineer to assist with technical issues during project work. They will be available remotely 9am-6pm (Saturday or Sunday) in the Client's time zone.
Service Reviews	Clients can select either a quarterly or a monthly review option where a SDL Support Engineer reviews key aspects of the Support Service, including service level achievements, time to resolve tickets, outstanding support tickets and recent product developments (new releases and cumulative updates).
Designated Support Engineer	A named individual who is responsible for understanding the Client's environment and will be responsible for managing all support tickets.
Product Training <sup>2</sup>	Training days can be purchased for on-site or remote sessions. On-site is offered for up to 8 people.
Consulting <sup>2</sup>	Client can purchase additional consulting hours to provide advice and support with existing custom components, as well as assistance investigating and recommending new solutions or optimization of existing solutions.  This does not include support with core-product defects or Level 1 and Level 2 support inquiries.

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<sup>1</sup> not available for BeGlobal, KnowledgeCenter, XPP, Contenta, S1000D

<sup>2</sup> Travel, accommodation and subsistence expenses are charged separately.

## About SDL



SDL (LSE: SDL) is the global innovator in language translation technology, services and content management. For more than 20 years, SDL has transformed business results by enabling nuanced digital experiences with customers across the globe so they can create personalized connections anywhere and on any device. Are you in the know? Find out more at [SDL.com](https://www.sdl.com).