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Mentor, OH 44060

## e2b Support

## Service Level Commitment

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### Service Level Agreement (SLA)

This document outlines the accountabilities and service metrics associated with the service that e2b teknologies support provides.

### Our Commitment to Customer Success

e2b is committed to helping our customers manage and grow their businesses by being the leading provider of exceptional business management software and services supported by an experienced team of technology and application professionals. Our objective in Customer Support is to do everything in our power to ensure you are completely satisfied with every service interaction you have with us.

### Our Qualifications

When you call e2b Customer Support, you can do so with the confidence of knowing you are calling one of the most respected customer support centers in the industry. We are able to maintain our world-class standards for customer service by recruiting the highest caliber individuals available to become part of our Customer Support Services team. Our analysts come to us with experience in various areas of enterprise resources planning (ERP) and system administration. In addition, all Customer Support personnel work in our Quality Assurance department so they are very familiar with many of the products that you use to manage your business. We typically have multiple analysts on duty during normal business hours with no less than at least one person monitoring our support queue.

### How Our Support Center Works

To increase efficiency, we have implemented best practices from other award-winning support centers. Each support incident is logged into our ticket tracking system. The incident is then assigned to an analyst who contacts you for more information. In most cases, the analyst can resolve your problem. In other cases, they will escalate the case to a tier II analyst, software engineer or a consultant but they will remain your main point of contact for the support incident.

Our analysts will work with you to document the question or problem, troubleshoot it, and work to rapidly resolve the problem within a reasonable time frame. We have a goal of solving 50% or more of these cases within the same business day. As a follow up, we will include thorough documentation that can be used for future reference. If your incident cannot be resolved within two hours it will be escalated to an upper-level Analyst, software engineer or consultant for review. If additional time is needed to assess the issue, the analyst will contact you for authorization to move forward.



## Support Hours

Telephone and web request support is provided Monday-Friday 8am-5pm eastern, excluding United States holidays. All support requests will be prioritized accordingly and handled as soon as possible with a target time to action within 15 minutes.

## Contacting Support

There are several convenient options for contacting Customer Support.

Telephone: (440) 853-1899 Option 1 (to reach the support department)

E2btek customer portal: <https://support.e2btek.com>

Email: [support@e2btek.com](mailto:support@e2btek.com)

## Information Needed When Contacting Support

To provide you with prompt service and a fast resolution, we will need some information from you to expedite your support request. Please provide the following information in your requests for each unique support incident submitted to our Support Center:

- Contact full name, direct phone number, extension, and email address
- Software you are having problems with (including the version, Monthly Update or Service Pack). Please identify the module and task, report, etc. if possible.
- The specific error number or message you are receiving or a description of the problem. If you can recreate the problem, please also send the steps to reproduce the error.
- Let us know if anything has changed recently, such as installation of monthly updates, installation of new software or upgrades to your network.
- Include a screen capture of your problem or error
- Identify if this is a system-wide problem or if the problem is isolated for only one user or client workstation.
- Identify if this is on a test/pilot system or on your live production system.
- Provide the priority on this support request. (Example: If your entire business is shut down due to the error then this would be our top priority)



## Support Incident Classification

All incidents logged with e2b technologies are classified using a priority system and managed appropriately.

Incident Priority	Target Action Time
Priority 1 (Urgent)	15 minutes
Priority 2 (High)	1 hour
Priority 3 (Normal)	2 hours
Priority 4 (Low)	24 hours

Priority 1	Priority 2
<ul style="list-style-type: none"><li>• System Down</li><li>• The issue is business critical and no workaround has been found.</li><li>• the user has stressed the importance of having this function: <i>/application working ASAP because of business impact /costs</i></li></ul>	<ul style="list-style-type: none"><li>• Any issue deemed by management to result in a monetary loss to the organization</li><li>• An issue that requires urgent attention once business hours resume – possible escalation of the incident to a priority 1 at the start of the next business day</li></ul>
Priority 3	Priority 4
<ul style="list-style-type: none"><li>• An end user affecting issue: multiple users experiencing same temporary issue, which is inconvenient, but does not have significant business impact</li><li>• Single user issue</li><li>• Printing Issues</li><li>• Customer has a workaround</li></ul>	<ul style="list-style-type: none"><li>• Questions that need addressed or modifications <i>/enhancements</i></li></ul>



## Customer Escalation

The e2b Support Desk is the single point of contact for initiating all Incidents and Requests, including any requests for ticket escalation. The Support Manager is available to address any questions you may have about e2b support services or processes.

## Ownership and Custody of Data

All data or other records held or stored by e2b technologies as a result of a support or development case shall be considered the property of the Customer. Any database obtained from the customer for research or development will be held until the incident or project is complete. Once the customer has provided confirmation that the project or incident is resolved, e2b will dispose of the database.