

BIOVIA Support Practices and Policies

December 2011 (Last Updated 10/08/2015)

Dear BIOVIA Customer,

The BIOVIA Support organization offers post-sales scientific and technical support, installation and configuration services and training in support of the deployment and use of BIOVIA products. We track and resolve product questions and technical issues and ensure that customer needs are factored into new products and upgrades.

This document outlines the current support practices and policies. BIOVIA reserves the right to make changes to its support practices and policies from time to time at its discretion. We will inform you of such changes by direct mailing and posting an updated version of this policy to our Support website.

Support Services

Access to the following support services is available to customers who have a valid Software Support and Maintenance service contract:

- Telephone support, handled via regional support centers;
- E-mail support, handled via regional support centers;
- On-line Issue submission and tracking;
- Support Center with access to technical product documentation and information;
- Self-Service community to share and discuss ideas and issues with other users.

The BIOVIA Support team handles the following types of support cases:

- Clarifying functions and features of Products, clarifying Documentation and answering questions concerning the installation, configuration and use of Products provided by BIOVIA;
- Addressing technical issues identified with Products;
 - Including escalation and rapid resolution of critical issues as they arise
- Logging, tracking and verifying suspected Program Errors; and
- Logging, tracking and analyzing requests for enhancements to Products.

Other inquiries will be passed to the customer's Account Manager who will work with the customer to decide how best to serve the need.

For Academic customers only. Academic customers who have Upgrade-only or Bronze-level support have access to the Self-Service Community and on-line Documentation library and will be entitled to telephone or email assistance relating to the initial installation & licensing questions only.

Telephone and Email Support

Support is staffed and available during normal BIOVIA business hours worldwide, excluding regional BIOVIA holidays, as detailed below. Customers are notified in advance of any regional holidays when a local support office is closed.

Requests for Support services outside of these hours (e.g. weekends) should be directed to your Account manager. If agreed, such services would be managed via a separate, for-fee service arrangement, outside of the standard support and maintenance contract.

BIOVIA’s approach is to place support personnel as close to its customers as practical and there are support offices in the Americas, Europe, India and Japan, with relevant language skills as needed to support customer in each region. Support is provided from the BIOVIA support location(s) closest to where the licenses are contractually deployed and customers should call the Support Center nearest to them. High priority, out-of-local hours calls can be placed into other Support offices who will handle these calls initially. In such cases, the ownership of the support ticket will be transferred to your local Support office at some point to make local language and time-zone communication easy.

Please note that the North American and European teams use a unified phone system, allowing us to transparently route calls to any available product expert - depending on the time of the call, it might be handled by a remote office e.g. if at 7:00am US Eastern time, might be answered by BIOVIA Support in Europe.

BIOVIA Support Location	E-Mail	Telephone	Local Support Hours
North America	biovia.support@3ds.com	+1 (800)756- 4674 (toll-free) +1 (858)799-5509	6:00 to 16:00 (Pacific time) Monday to Friday
UK	biovia.support@3ds.com	+44 1223 228822 +44 845 741 3375 (UK local rate)	9:00 to 16:00 (UK time) Monday to Friday
Continental Europe	biovia.support@3ds.com	+41 61 486 8880	9:00 to 16:00 (Central European time) Monday to Friday

Japan (Japanese language ONLY)	biovia.jp. support@3ds .com	0120 712655 (toll-free) + 81 3 4321-3906	10:00 to 17:00 (Tokyo time) Monday to Friday
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Online Support

The [BIOVIA Community](#) gives customers with current maintenance agreements the ability to submit and track cases on-line. They can access the [How to create a support case?](#) In the Community Support Topic for details.

Content on the site includes discussion forums, frequently asked questions, technical notes, support bulletins, hardware and software requirements, product documentation & product retirement notices.

To access the Support Center, individual contacts must register on the [BIOVIA community](#) using their company email address. Access to materials is restricted based on the products licensed by the customer. For materials of a sensitive nature (for example - information on security settings) access may be further restricted to designated customer contacts.

Support Case Handling

BIOVIA Support follows a well-defined process for management of support cases. All cases are distributed directly to the support specialists based on the product and the nature of the case. Internally, other product or technical specialists may be called upon to work on the case, but all communication from BIOVIA Support is coordinated by the Support Specialist who owns the case.

All cases are logged and tracked in a centralized system, currently using the third party tool Salesforce.com.

Support is provided remotely, via e-mail, online, or by telephone, with the use of tools such as WebEx to allow BIOVIA Support to view and troubleshoot the issue. For critical (Priority 1) issues, BIOVIA may, at its discretion, send support staff, on-site at our expense. On-site support for non-critical issues (Priority 2-4) and out-of-hours support for non-critical issues, upgrades or maintenance can be provided on request, and will be subject to additional technical support fees at our then-standard rates.

BIOVIA expects its customers to provide direct frontline support to their end users, including end-user call screening, software installation assistance, initial problem identification and diagnosis, collection of the information required to create a repeatable demonstration of the program error, and the distribution of any replacement media or updates to the software. This ensures that the cases reported to BIOVIA have already been triaged to filter out any issues that are specific to the customer's environment or customizations. (E.g. local network issues.)

BIOVIA can provide training for the key contacts and help-desk staff who are supporting the BIOVIA software within the customer's environment. (These training courses are subject to standard rates and terms/conditions).

When logging a case, the customer must provide all necessary information as detailed below needed to enable BIOVIA to reproduce and verify the error:

- Version of the software being used, including any pertinent third party software, operating system, database server, development tool.
- A description of the problem, including steps taken to reproduce the problem.
- Sample files, where appropriate, that illustrate the problem.
- Log files
- Where appropriate, a description of the desired or expected outcome.

BIOVIA reserves the right to charge additional technical support fees at its then-standard rates for technical support services performed in connection with reported problems which are later determined to have been completely unrelated to the BIOVIA product(s) in question.

Case Priority and Response Times

Response to the case will be provided according to the priority of the request as indicated below. In the event a case is not progressing towards resolution in a manner satisfactory to the customer, the customer may request that their case be escalated to BIOVIA Support Management.

Given the nature of enterprise software solutions, it is not possible to guarantee that technical issues can be resolved within a given timescale. In some cases, it can take time to examine all possible causes of the issue and identify possible resolution paths. That said, for Priority 1 and Priority 2 issues, it is our policy to react immediately on receipt of these issues and work closely with the customer to get the issue resolved as quickly as technically possible – this might involve a short term workaround whilst we work on troubleshooting, analysis and a longer term resolution. In Priority 1 and 2 cases, our policy is to

- 1) Start work on resolution promptly and with high priority (immediately for Priority 1 issues).
- 2) Bring in key BIOVIA staff outside of Support as needed.
- 3) Develop and agree on a resolution plan with the customer.
- 4) Schedule regular updates, on a mutually agreed schedule, as we work towards a final resolution. The resolution plan might be revised, with mutual agreement, as the issue or possible solutions are further characterized.

Case Priority	Case description	Target for issue acknowledgement & commencement of initial triage	Target to propose initial resolution plan
1	<p>Critical support case with very significant business impact– immediate resolution needed</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> ○ <i>Issue hampers the most basic operations; impossible to avoid problem.</i> ○ <i>Currently-deployed application is non-operational.</i> ○ <i>Suspected data corruption</i> ○ <i>Issue preventing development or rollout of new product/application.</i> ○ <i>Issue causing missed or false hits or incorrect data display when searches are performed over critical fields.</i> ○ <i>Program or system crashes during typical use.</i> ○ <i>Major decrease in performance including search speed and/or data retrieval/display.</i> 	<p>Immediately</p> <p>These cases must be reported by telephone, directly to BIOVIA Support and work to triage will begin immediately per our Alert process.</p> <p>(http://accelrys.com/customer-support/contact.html, for local numbers).</p>	<p>No longer than 4 business hours.</p>
2	<p>High business impact– resolution urgently required:</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> ○ <i>Issue that hampers typical operation; difficult to avoid problem.</i> ○ <i>Many typical users encounter this problem.</i> ○ <i>Threatens integrity of search results or program output, but not data integrity.</i> ○ <i>Causes missed or false hits when searches are performed over non-critical fields.</i> ○ <i>Program or system crash in occasionally-used area of program.</i> ○ <i>Blocking on-going development or testing of new application.</i> ○ <i>Noticeable decrease in performance, search speed and/or data retrieval/display.</i> 	<p>Within 2 hours of receipt.</p>	<p>No longer than 1 business day.</p>

Case Priority	Case description	Target for issue acknowledgement & commencement of initial triage	Target to propose initial resolution plan
3	<p>Medium business impact</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> ○ <i>Issue that occasionally hampers typical operation.</i> ○ <i>Experienced users frequently encounter.</i> ○ <i>Feature not working as documented.</i> ○ <i>Data output is complete but has an undesired appearance.</i> ○ <i>Program or system crashes in an obscure area of the program.</i> ○ <i>Issue causing mild decrease in performance, search speed.</i> ○ <i>Documentation issue – incorrect instructions/details which lead to error or incorrect configuration/installation/usage of software.</i> 	Within 2 business days.	No longer than 5 business days.
4	<p>Low business impact support case (often a cosmetic item where a fix would be "nice to have")</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> ○ <i>Minor intrusion in an often-used area of program.</i> ○ <i>Hampers normal operation in a less-used area of program.</i> ○ <i>Most users will not encounter this.</i> ○ <i>Acceptable workaround exists that can avoid the problem.</i> ○ <i>Data output may have a small cosmetic anomaly.</i> ○ <i>Commercial BIOVIA Database content error that should be addressed in next release.</i> 	Within 3 business days.	No longer than 10 business days.

Note on Priority 1 cases.

These business critical cases will be managed using an internal BIOVIA process known as the “Alert Process”. The Alert Process is part of our Quality Management System and is the mechanism used within BIOVIA to escalate and manage critical customer support issues. Senior management is informed and whatever BIOVIA’s resources needed, to ensure a rapid and appropriate response in as short a timeframe as possible are brought to bear. Further details of the BIOVIA Support Alert Process are posted to the BIOVIA Support website.

Note on Priority 2 cases.

These high impact cases will be actively managed by the BIOVIA Support management team. This oversight facilitates and expedites resolution to the problem. For these cases, BIOVIA Support management will typically pull in experts from inside the BIOVIA Support team, from other parts of the BIOVIA organization, and liaise with the Product Development team as needed to secure a rapid resolution to the issue.

Defects or Feature Requests

Support cases that are deemed to represent Defects or Feature Requests are captured as issues in the BIOVIA change request tracking system.

Defects are investigated by BIOVIA Support and processed as follows:

- **Known:** If the Defect is known, BIOVIA Support will inform the customer of any workarounds and plans for addressing the issue.
- **New:** If the Defect is new, it will be investigated by the product team. Disposition of the Defect may fall into the following categories:
 - Planned for inclusion in a Service Pack.
 - Planned to be fixed in a future release.
 - No action planned.

If a workaround is determined during the investigation, it will be documented in the case, communicated to the customer, and added to the “Known Issues” documentation at the next release.

Feature Requests are managed through a product change control process: the product team, consisting of Product Management, Development, and BIOVIA Support analyze the request, obtaining additional information if necessary, and assign the issue a status.

Feature Request status values are:

- Deferred to a future release.
- Considered for the next release.
- Planned for the next release.
- Once a customer issue has been characterized as a Feature Request or a Defect, it will be managed through the BIOVIA Software Quality Management (QMS) process.
 - The customer will be given a tracking number for the Defect/Feature request.
 - As soon as the disposition is agreed by the Product Team, BIOVIA Support will inform the customer of that planned disposition*.

- Assuming the customer agrees that the planned disposition is a satisfactory way forward, the Support case is closed.
- If the customer is not satisfied with the planned disposition, BIOVIA Support will continue to discuss the way forward with the customer and the BIOVIA Product team.

*The disposition will be posted to the BIOVIA Support website, where the customer can view and track the status of the request via the Support portal.

Additional Support Services

Additional support services, subject to additional services fees, are available and include:

- Software deployment: installation of application servers and databases, data migration, systems upgrades, document, workflow development for Symyx Notebook by Accelrys and system configuration.
- Out of hours support.
- Training

For more information on these services, please contact your Account Manager or BIOVIA Support at biovia.support@3ds.com.