radar healthcare

Software Support, Maintenance & Hosting Guide

UK

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1   About this guide

The purpose of this Guide (the "Support Agreement") is to provide important information to customers who require support for their Radar Healthcare software. The objectives of this document are:

- To outline what a customer can expect once their system is live and proving the customer's annual subscription fee is in good standing.
- To provide information on the scope of software support, maintenance and hosting services available from Radar Healthcare.
- To help named customer contacts such as System Administrator(s) and/or key IT personnel effectively access and utilize Radar Healthcare support via the available channels.

2   Product Lifecycle Policy

As a hosted customer all software updates are performed by Radar Healthcare personnel. The update schedule is advertised via the Radar Healthcare community site (https://community.radarhealthcare.com) and emailed to registered customer contacts. To ensure service levels can be maintained the customer is unable to opt-out of software updates.

If your Radar Healthcare software is hosted on premise within your own infrastructure, then all software updates will be performed by Radar Healthcare personnel. Access to this infrastructure to install the updates must be provided. Radar Healthcare requires a customer to stay current with their software version such that their Production version is within 1 calendar month of the most current version in general release. In order to ensure that Radar Healthcare can provide you with live support when needed, customers should remain in compliance with this policy.

3   The Customer's Role in Support

As our partner, the customer plays an essential role in ensuring their success by:

- Setting up a Level 1 support mechanism with trained, skilled and available resource(s) to support end users with everyday questions, conduct initial investigation and complete thorough troubleshooting before referring the issue to Radar Healthcare Level 2 support.
- Ensuring all customer personnel are aware of the Level 1 internal support process for accessing front-line assistance.
- Designating key personnel who will act as contacts with Radar Healthcare for support when Level 2 assistance is required.
- Reporting the necessary facts and information via the Radar Healthcare support ticketing system including steps taken to produce the issue and screenshots.
- Establishing an internal change management process for tracking and approving configuration changes.
- Taking timely action on advice/recommendations provided by Radar Healthcare, and timely response to communications from Radar Healthcare (e.g. in tickets).
- Having an established process to provide internal software orientation and training to new hires/replacements, including key roles such as the System Administrator.
- Updating staff profiles via the Radar Healthcare support portal to ensure that Radar Healthcare has current information on key contacts.

4   Support Levels

Radar Healthcare provides Level 2 support. It is expected that Level 1 support will be provided by the customer's internal IT Department, Help Desk and/or a central resource such as the software System Administrator.

The following charts outline the differences between Level 1 and Level 2 support:

Level 1 Support provided by Customer		
System Administrator/Expert **(e.g., application expert)**	**PC & Desktop Support** **(e.g., IT Department Help Desk)**	**Network & Connectivity Support (On premise installations ONLY)** **(e.g., Network Administrator, Interface Analyst, DBA)**
• Users cannot log into the application; resetting passwords. • Modifying data capture forms • Modifying pick lists and location lists • User set up; managing user profiles; user permissions. • Configuration and maintenance of location constraints • Printing issues	• Browser issues related to security settings, compatibility and other advanced settings, user rights, security zones, group policies, phishing filters, Active X control permissions, profiles, etc. • Anti-virus issues • Troubleshooting related to interface performance • User desktop support • Email sender issues • General troubleshooting; checking PC event logs. • Install/re-install of OS and software links. • Performing internal QA testing as per organisational policies and procedures	• General server maintenance such as defrag hard drive, monitor hard drive available space, set and monitor system logs and alerts, install service packs, update drivers, system state back-up. • SQL DB maintenance • Configure and troubleshoot Citrix issues. • SQL DB connectivity errors • Backup and restore tasks. • Email server issues related to SMTP configuration, spam filters, relays, blacklists (MX record) • IIS server errors, configuration and maintenance • General server issues; checking all services; checking Windows event logs. • User membership to active directory groups • LDAP server/domain login issues • Troubleshooting related to server performance • Performing internal QA testing as per organisational policies and procedures

Level 2 Support provided by Radar Healthcare	
Technical Support	**Business Support**
- Troubleshooting related to software bugs and technical inquiries - Escalated technical inquiries from Level 1 point of contact. - Escalated software performance issues from Level 1 point of contact - Revision of workflow assignee, due date and triggers - Revision of advanced alerting matrix	- Escalated need for assistance with application functionality to correct an issue. - Escalated need for assistance with advanced customisation and configuration to correct an issue. - Assessment of need for more extensive assistance such as training, configuration assistance, forms/report design and referral to appropriate Radar Healthcare resource for scoping of effort and cost

5   Authorised Customer Contacts

The customer should name a minimum of 2 people who are authorised to contact Radar Healthcare for support assistance.

Typically, this includes:
- The key customer business contact (e.g., the System Administrator)
- A designated IT resource responsible for internal application support.

Front-line staff are not authorised to contact Radar Healthcare directly and should utilise the customer's internal Level 1 support mechanism.

6   How to Contact Radar Healthcare for Support

Customers are required to report all issues and inquiries via tickets. Tickets are created and submitted online via Radar Healthcare support portal (https://help.radarhealthcare.com/support/tickets), email (support@radarhealthcare.com) or telephone (0330 223 0872). Customers new to Radar Healthcare should consult the Radar Healthcare support portal for information on how to submit tickets.

Tickets are automatically routed to the Customer Support Team for investigation and resolution.

The benefits of submitting a ticket are:
- facilitates communication back and forth between the customer and Radar Healthcare support staff while the issue is worked on.
- centralises documentation of the issue, including attachments and subsequent communication within the ticket
- time stamps the ticket and all activities to track status and timeliness of resolution.
- allows Radar Healthcare to route the ticket to an available resource.
- allows all those interested in the ticket to view the status of the ticket and post notes.
- ensures that communication is not lost in personal email inboxes and voicemail.

An issue is considered received by Radar Healthcare when it is either:
- Reported by phone (verbally or by voice message) to the Radar Healthcare support line.
- Reported directly into a ticket through the support portal.
- Reported directly to support@radarhealthcare.com and the customer receives an automated email with the ticket number identified.

Submitting a Ticket

Support issues can be easily reported directly to the Radar Healthcare ticket system through the support portal or via email at support@radarhealthcare.com

Using the support portal, customers can view and update their tickets as well as see the status of tickets and actions taken by Radar Healthcare.

Contacting by Telephone

Phone assistance should be reserved for priority 1 and priority 2 tickets.

To contact the Customer Support Team, call 0330 223 0872.

Customers may be prompted to leave a voice message on the designated support line if resources are unavailable. A voice message left on the designated support line falls within the service level agreement. Messages are retrieved regularly and will be triaged and processed by the next available support representative in the order in which they were received. A ticket will be created based on the voicemail message and a response from the Customer Support team may be via the ticket rather than a callback.

7   Priority Levels and Service Standards

Radar Healthcare triages all inquiries based on the following Priority Levels and Service Standards matrix. Where the customer feels that the impact of the issue requires a specific priority level this should be highlighted in the original inquiry i.e. 'this issue is classed as a P1 for X organisation because {STATE IMPACT}'.

Note: For issues requiring VPN access, the resolution time is dependent on available VPN access. If VPN access is not available, or an alternate is established, the SLA and resolution goals may not apply.

Where customisation is required i.e. the build of custom workflows, customers may need to purchase support days. Radar Healthcare will not provide SLAs for customisation but will instead look at resource capacity and plan the work as a 'project'. All customisation has a minimum 'charge' of 0.25 service hours. The total charge will include all scoping, planning, config, testing etc.

Priority Level & Definition	Examples	Customer Actions	Radar Healthcare Targets	Resolution Goal (See Note 1)
Priority 1 (See Note 2) *Critical business impact.* This issue renders the LIVE/PROD software inoperative or causes the software to fail catastrophically. This condition requires immediate resolution.	Issue affects all users and can be replicated every time on all devices. Examples: -application is down -cannot create, open or submit files -critical interface such as patient demographics has failed. -users cannot log in to application/ single sign on not working.	Customer will: -report the issue by PHONE to the Radar Healthcare Support line -explain the full extent of the issue and provide any relevant background information -provide name and contact information for call back by Radar Healthcare, including a back-up contact, if required -submit a ticket	Radar Healthcare will seek to: -assign the issue to a support representative within 2 hours of receipt of issue -create a ticket, if not already done by customer -commence urgent efforts to address issue -provide regular updates via support ticket	1 business day

	-missing files/data. -web form crashing, stalling, not loading.	-explain the full extent of the issue and provide any relevant background information in the ticket		
Priority 2 **(See Note 2)** *Significant business impact.* The software is usable, but the issue restricts a key component of the software.	Issue affects all users and can be replicated every time on all devices. Examples: -alerts service is down -data cannot be accessed or lists won't return results	Customer will: -submit a ticket -explain the full extent of the issue and provide any relevant background information in the ticket	Radar Healthcare will seek to: -assign the issue to a support representative within 1 business day of receipt of issue -commence priority efforts to address issue -provide regular updates via support ticket	2 business days
Priority 3 **(See Note 3)** *Standard business impact.* This indicates the program is usable with a less critical/minor component malfunctioning.	Issue affects small number of users/single user and may be replicated every time on all devices. Examples: -unable to run specific report/specific report template issue. -specific alert not firing or being received by designated recipient. -unable to update certain features in administration module.	Customer will: -submit a ticket -explain the full extent of the issue and provide any relevant background information in the ticket	Radar Healthcare will seek to: -assign the issue to a support representative within 3 business days of receipt of issue -commence efforts to address issue** -provide regular updates via support ticket **if request for assistance requires training or prolonged assistance, or requires services out of scope of the Support Agreement, then alternate arrangements may be made to render assistance so that the support resource is available to support other customers.	3 business days
Priority 4 *Request for Assistance* A Customer has a just-in-time request for assistance with the software.	Examples: -help configuring a pick list or field setting -help building a report -instruction on how to set up a user -assistance setting up location constraints	Customer will: -submit a ticket -explain the full extent of the request and provide any relevant background information in the ticket	Radar Healthcare will seek to: - assign the issue to a support representative within 5 business days of receipt of issue -commence efforts to address issue** -provide regular updates via support ticket **if request for assistance requires training or prolonged assistance or requires services out of scope of the Support Agreement, then alternate arrangements may be made to render assistance so that the support resource is available to support other customers.	5 business days
Idea/Suggestion **(See Note 4)** A Customer has an idea/suggestion for a change or enhancement to the software.	Examples: -Customer wants a field modified or feature added to better meet their needs. -addition of a new feature that does not exist in application. -change to how existing feature functions to make it more user-friendly.	Customer will: -submit the idea/suggestion through the Radar Healthcare Community	Radar Healthcare will: -review the request through our product management process -update the status on the Community -if idea/suggestion approved, incorporate change into a future release and notify customer via Community -if idea/suggestion not approved, communicate decision to customer via Community	As per updates in the community forum.

Notes:

(1)   Radar Healthcare will use commercially reasonable efforts to ensure that resolution will occur within the specified time periods once the issue has been received by Radar Healthcare. Resolution time may vary depending on nature of issue and required actions.

(2)   For Priority 1 and 2 issues, Radar Healthcare will provide a solution to address the issue so that the software is functional. This may include: (i) instruction to the customer in the event that the issue is caused by a condition within the customer's internal environment or network, (ii) a fix within the scope of technical support services, (iii) a workaround, (iv) a temporary fix compatible to the version, if possible and if (i), (ii), or (iii) above is not possible.

(3)   For Priority 3 issues, resolution may include: (i) instruction to the customer in the event that the issue is caused by a condition within the customer's internal environment or network, (ii) a fix within the scope of technical support services, (iii) a workaround, (iv) confirmation that the software is performing as designed with no further action by Radar Healthcare, or (v) confirmation of issue and referral to Radar Healthcare Product Team for future release.

(4)   All ideas and suggestions are considered through Radar Healthcare product management process in terms of overall benefit to the software, value to other customers and feasibility of change. Radar Healthcare does not guarantee an individual customer's request for change will be incorporated into the standard product.

8   Change requests

Changes fall under service hours and SLAs are dependent on the customer support package.

Customers will not be able to expedite beyond this and, as such, notice is required to ensure that any deadline is hit. Failure to give sufficient notice is not the responsibility of Radar Healthcare.

Core and Advanced Support Packages

Priority Level & Definition	Examples	Customer Actions	Radar Healthcare Targets	Resolution Goal
Change requests	-Amending the alerts matrix for events. -Amending the workflow role assignee. -Amending the workflow due date parameters.	During the project phase changes will be scheduled in line with the agreed project plan. Outside of the project phase Customer will: -Submit a ticket -Explain the full extent of the request and provide any relevant background information in the ticket	Radar Healthcare will seek to: -assign the issue to a support representative within 1 business day of receipt of the ticket. -provide a status report via the ticket every 5 business days.	Where the change is identified as short, delivery will be either 10 business days from receipt of all information or to agreed deadline if more than 10 days. Where the change is identified as long, delivery will be either 20 business days from receipt of all information or to agreed deadline if more than 20 days.

Pro and Enterprise Support Packages

Priority Level & Definition	Examples	Customer Actions	Radar Healthcare Targets	Resolution Goal
Change requests	-Amending the alerts matrix for events. -Amending the workflow role assignee. -Amending the workflow due date parameters.	During the project phase changes will be scheduled in line with the agreed project plan. Outside of the project phase Customer will: -Submit a ticket -Explain the full extent of the request and provide any relevant background information in the ticket	Radar Healthcare will seek to: -assign the issue to a support representative within 1 business day of receipt of the ticket. -provide a status report via the ticket every 5 business days.	Where the change is identified as short, delivery will be either 2 business days from receipt of all information or to agreed deadline if more than 2 days. Where the change is identified as long, delivery will be either 5 business days from receipt of all information or to agreed deadline if more than 5 days.

9   Support Hours

Radar Healthcare support is available Monday through Friday ("Business Days") from 0800 hrs to 2100 hrs, GMT ("Business Hours") except on UK statutory holidays.

If a call is received outside of the regular support hours, or on a UK statutory holiday, and a voice message is left on the designated support number, the customer can expect a return call or confirmation via a support ticket the next business day. Resolution efforts will be commenced in accordance with our services standards.

P1 Out of Hours Support (ONLY APPLICABLE IF ON ORDER FORM)
The required response and resolution goals are as follows during the hours between 2101hrs and 0759hrs GMT (Monday to Sunday) including UK statutory holidays ("Out of Hours").

10   On Premise Installation

If problems are detected with the software functionality and confirmed by Radar Healthcare to be related to the virtual environment or infrastructure provided by the customer, it is the customer's responsibility to identify and change the configuration of the environment until the issue is resolved.

11   Hosted Customers

Radar Healthcare will use commercially reasonable efforts designed to ensure the Hosted Services will be available for 99.95% of the time in any 3-month period except for scheduled or emergency maintenance. Scheduled maintenance will be scheduled outside of Business Hours, and Radar Healthcare will provide reasonable prior notice (by email to designated customer representatives) of any scheduled maintenance that it reasonably expects to interfere with regular use of the system. Radar Healthcare will only conduct emergency (unscheduled) maintenance when it reasonably determines that urgent action is advisable to address security, regulatory, or other critical requirements, and Radar Healthcare will provide notice of emergency maintenance by email to customer representatives as soon as practicable.

12   Assumptions

For Radar Healthcare to meet the service standards, the following assumptions have been made. Failure to meet these assumptions will impact the ability to render support and may also affect support costs.

- The customer is responsible for supporting their network and services that the Radar Healthcare software requires.
- The customer will be responsible for providing and covering any associated costs related to unique software/hardware or licensing that is required in the customer's environment. This includes VPN access costs.
- The customer will comply to their own internal change management process and ensure necessary notifications and approvals are received so that there are no delays in Radar Healthcare performing its duties due to change management oversights.
- Radar Healthcare will be provided with any necessary reports and documents needed to perform its support responsibilities.
- The customer will conduct the expected Level 1 troubleshooting on the issue and will include their actions and findings when reporting an issue to Radar Healthcare.

- The customer will comply with the Radar Healthcare published technical specifications for the applicable software version.
- The customer is responsible for arranging and facilitating any meetings/calls between Radar Healthcare and other third parties (e.g., another vendor the customer works with).
- An authorised customer representative will participate in any meetings/calls where Radar Healthcare is required to engage with a third-party vendor to address a reported issue and/or work on a specific project.
- If the support intervention is deemed to be out of scope of this Support Agreement, the customer may purchase services from Radar Healthcare, or may need to seek assistance from a third party.
- Radar Healthcare reserves the right to monitor a customer's support utilisation by tracking the amount of time all Radar Healthcare resources spend responding to questions and inquiries. Where that utilisation is excessive and/or atypical, Radar Healthcare reserves the right to propose alternative service options to address the customer's needs, including potential adjustments to annual support fees.

On premise installations only:
- The customer will provide VPN access or similar to all environments and necessary systems for the purposes of rendering assistance. If VPN is not available, Radar Healthcare cannot guarantee compliance to the Service Level Agreement.
- The customer is responsible for coordinating their internal resources and arranging timely access to the necessary internal business contacts and/or qualified IT contacts with appropriate system rights (e.g., DBA, Network Administrator, Interface Analyst, etc.) for further information gathering and joint troubleshooting.

13 Support Exclusions

Services provided by Radar Healthcare under this Support Agreement do not include:

a) Correction of errors or defects caused by:
   i. operation of the software in a manner other than that currently specified by Radar Healthcare.
   ii. modification, revision, variation, translation or alteration of the software not authorised by Radar Healthcare.
   iii. operation of the software in an environment that does not meet the technical specifications for the applicable software version.
   iv. operation of the software on an unsupported version at the time of the defect.
   v. use of the software by a person not authorised by Radar Healthcare (as defined in the Terms of Use Agreement).
   vi. use of computer programs other than the software.
   vii. failure of the customer to provide suitably qualified and adequately trained operating and programming staff for the operation of the software.
   viii. hardware fault or operating system malfunction.
   ix. customer's failure to comply with this Support Agreement.
   x. errors or defects that are the subject of a warranty under another agreement.
b) Maintenance of customer equipment or hardware.
c) Diagnosis or rectification of faults not associated with the software.

14   Escalation Procedure

If at any time a customer feels that their support expectations have not been met, the customer may escalate their concern to their Customer Success Manager.

Escalation will receive prompt attention and management focus.

If the customer's expectations are still not met, then the concern can be further escalated to a member of the senior management team using the complaints@radarhealthcare.com email address.

15   What if the Annual Subscription Fee is in Arrears?

In the event that a customer contacts Radar Healthcare for support and the annual subscription fee is in arrears, the customer will be directed to the Radar Healthcare Finance team.

If the annual support and maintenance is in arrears by more than 30 days, assistance from Radar Healthcare will be suspended. This includes suspension of assistance for both technical and non-technical support, delivery of software fixes, and all other support and technical services.

16   Disclaimer

Radar Healthcare reserves the right to change this document from time to time. Newer versions of this document will be posted electronically to the Radar Healthcare website at www.radarhealthcare.com/terms-and-conditions/ and are effective upon posting.