

# **RWS Technical Support Service Policy**

20 August 2021

## Summary

This document describes RWS policy for the provision of Technical Support Services to its Clients. RWS aims to provide a professional, timely and efficient approach to dealing with issues and requests connected with RWS 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.

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

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## Version Management

This document can be retrieved from the [RWS website](#).

### Version History

Version	Date	Changes
<b>1.0</b>	13 Aug 2020	<ul style="list-style-type: none"><li>• Introduction version control</li><li>• Updated email address for 3rd level escalations</li><li>• Updated URL to web location of this document</li></ul>
<b>2.0</b>	21 Jun 2021	<ul style="list-style-type: none"><li>• Rebranding document to RWS (including product renaming)</li></ul>
<b>3.0</b>	16 Aug 2021	<ul style="list-style-type: none"><li>• On Premise and SaaS/Hosted section merged</li><li>• Support tiers removed and a la carte options updated</li></ul>

## Important Note

We are still in the process of rebranding our websites and email addresses. A new version of this document will be published as soon as there are any updates to the websites and email addresses listed in the table below:

### Website / Email Addresses still to be rebranded

RWS Renewals	<a href="mailto:renewals.operations@sdl.com">renewals.operations@sdl.com</a>
Global Support Management Team	<a href="mailto:supportmanagers@sdl.com">supportmanagers@sdl.com</a>
Global Client Services Leaders	<a href="mailto:gcs.leaders@sdl.com">gcs.leaders@sdl.com</a>
RWS Support Gateway	<a href="https://gateway.sdl.com/">https://gateway.sdl.com/</a>
Documentation	<a href="https://docs.sdl.com/">https://docs.sdl.com/</a>
RWS Community	<a href="https://community.sdl.com/">https://community.sdl.com/</a>

## Introduction

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

This Policy accompanies the support terms and conditions executed between RWS 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 RWS Product Release Policy and the RWS Service Catalogue for the appropriate Licensed Product. This Policy applies for the duration of the defined period as detailed in the Agreement and/or relevant Order Form.

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 Order Form will take precedence unless otherwise stated.

This document contains two sections: [one section](#) for our Enterprise software products and [one section](#) for our Translation Productivity software products.

## Support for Enterprise Products

This section contains details of the Support Services that we offer for RWS Enterprise Software Products. A summary of the Enterprise Support Services can be found in [Appendix A: Summary of RWS Enterprise Support Services](#).

As of June 2021, RWS' products covered by this section of the policy are:

### RWS Enterprise Products

On Premise	SaaS / Hosted
Contenta Publishing Suite	Language Cloud
Language Weaver Edge	Language Weaver
MultiTrans	Managed Translation
Translation Management System	MultiTrans
Tridion Docs	Trados GroupShare / Cloud
Tridion Sites	Translation Management System
WorldServer	Tridion Docs
XPP	Tridion Sites
Third party products resold by RWS	WorldServer

### RWS Support for Enterprise Products

- 8½ x 5 product support
- Access to new releases and software updates
- Access to online tools: Support Gateway, Knowledge Base, RWS Community
- Support communications

In addition, for SaaS and RWS-hosted products:

- 24 x 7 Support for P1 critical issues

24 x 7 support for P1 critical issues is also available to on premise clients at an additional annual fee (see [Appendix B](#) for a la carte options).



If you wish to discuss the Support Services, please contact your RWS Sales Executive, [RWS Renewals](#) or [RWS Technical Support](#). The scope of Support Services will be agreed between you and RWS in an executed Order Form.

## Scope of Support Services for RWS Enterprise Products

When Client subscribes to an RWS SaaS Product or Service, or Client purchases an RWS Licensed Product or Service, Client is entitled to access the [RWS Support 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.

RWS provides Support Services for:

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

RWS is not obliged to provide Support Services if:

- (i) The Licensed Product is altered or modified other than as approved by RWS, or any portion of the Licensed Product is incorporated with or into other software not approved by RWS;
- (ii) 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;
- (iii) The Licensed Product is installed on any computer hardware/software configurations not supported by RWS;
- (iv) The Licensed Product has not been used in accordance with the limitations of the Agreement and/or the applicable Order Form; or
- (v) SaaS subscription has expired.

The RWS Technical 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 hosted within an RWS data centre as a managed service, RWS commits to service availability as defined in the relevant Service Catalogue.

RWS 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 RWS Support for Enterprise Software Products

### Contacting RWS for Support Services

The [RWS Support Gateway](http://gateway.sdl.com/) (<http://gateway.sdl.com/>) is the entry point to RWS Technical Support. The RWS Support Gateway is available 24 x 7. Many resources are available to any visitor of the site:

- [Documentation](#)
- [Newsletter sign up](#)
- [RWS Community](#)
- [Knowledge Base](#)
- [RWS Technical Support Service Policy](#) (this document)
- [RWS Product Release Policy](#)
- Additional information on contacting RWS Support

Clients with a login to the RWS Support 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 RWS Support Gateway up to the contracted number (the standard is for four (4) 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. RWS 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 RWS Support 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 contacting your RWS Sales Executive or [RWS Technical Support](#) (see [Appendix B](#) for a la carte options).

## Named Support Contacts' Responsibilities

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

- Before contacting RWS Technical 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;
  - problems or issues with the Licensed Product including investigating, reproducing and reporting problems and communicating/implementing a resolution;
- Open cases using the RWS Support Gateway to report issues or request assistance;
- Be the contact for the Client with RWS for the purposes of progressing a case;
- Provide reasonable assistance to RWS during the case investigation, including capturing and documenting all relevant information requested by RWS;
- 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 RWS when this may be possible.

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 RWS documentation. RWS 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 RWS Technical 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 must 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](#) begins when a case is logged within the RWS Support Gateway. Depending on the Agreement, Named Support Contacts may be provided with a phone number to contact RWS Technical Support for urgent issues.

## RWS Support Responsibilities

RWS Technical Support will:

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

Priority	Support Tiers	
	On premise	SaaS / Hosted
<b>P1 – Critical</b>	1 hour	30 minutes
<b>P2 – High</b>	4 hours	2 hours
<b>P3 – Medium</b>	1 day	1 day
<b>P4 – Low</b>	2 days	2 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:

All users / no workaround

Some users / no workaround

All users / workaround in place

Some users / workaround in place

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

Critical	Event underway and it cannot be stopped or changed. Immediate action needed to resolve the issue.
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.
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.
Low	The issue causes an inconvenience but functions are still available.

- **Priority** is used by RWS Technical 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:

### Assigned Priority based on Values for Impact and Urgency

Priority Matrix		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 RWS 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.

RWS 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

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

RWS 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 RWS.

### Case Closure

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

- The RWS Support Engineer provides a solution to resolve the case. This may be a workaround;
- A defect or enhancement request has been logged with RWS Product Development and RWS Technical Support can no longer progress the issue. In this case Client will still be able to track the status of the defect or enhancement as it is progressed by RWS Product Development;
- 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 RWS Product Release Policy;
- The Client no longer has an active Support Services account under the Agreement with RWS; or
- After three consecutive attempts to contact the Named Support Contact(s) across a two-week period, RWS 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 RWS 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 RWS Support Gateway. The defect will remain open with RWS Product Development for investigation.

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

1. P1 cases may remain open while the RWS Support Engineer continues to work with the Named Support Contact to find a solution/workaround.
2. For lower priority product issues, the case will be closed in the RWS Support Gateway, while the product issue remains open with RWS 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 RWS' planning process.

To raise an enhancement or feature request, go to <https://community.sdl.com/ideas/> and follow the instructions there.

Please be aware that whilst the request will be reviewed and evaluated for possible inclusion in a subsequent release, RWS 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

[RWS Support Gateway](#) is available 24 x 7.

RWS Technical Support staff are available during business hours, defined by region as follows:

Region	Time	Time-Zone
<b>APAC</b>	09:00 – 17:30	Japan Standard Time
<b>EMEA</b>	09:00 – 17:30	Central European Time
<b>NASA</b>	09:00 – 20:30 <sup>1</sup>	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 RWS Technical Support centres may be closed on local public holidays.

Administrators in your account are able to change the region of individual users independently in order to ensure that they will receive support in their region.

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<sup>1</sup> For MultiTrans NASA Support staff is available 09:00 – 17:30 Eastern US Time



All RWS Technical Support centres are English speaking with some additional language support available for selected products.

### 24 x 7 Critical Case Support

24 x 7 Support is standard for our SaaS and hosted products for any critical production issues.

24 x 7 Support is also offered to RWS on premise Clients as an optional service. Contact your Salesperson for more information on availability and fees associated with this option (see [Appendix B](#) for a la carte options).

This service is for issues that meet the definition of a Critical Priority Error as defined in the agreement or relevant Order Form:

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.

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

### Major Incident Notification (SaaS and hosted clients)

In the event of a major issue that impacts multiple clients on SaaS or hosted services:

- 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

RWS Customer Communications will be sent out within 1 hour of RWS becoming aware of the issue and regular updates will be provided, as required. RWS 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. RWS will endeavour to provide the report within 5 working days of the request. In some situations, RWS 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 RWS Support 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.

RWS' Escalation Process is as follows:

Level	Contact	Escalation Procedure
1	Escalate within the case	<p>Within the RWS Support Gateway open the case, click "Request Escalation" and enter the reason in the comment box.</p> <p>The RWS Support Engineer and the Support Manager will be notified of the escalation request. RWS' goal is for the RWS Support Engineer or Support Manager to contact the Client within two (2) business hours to acknowledge the request.</p>
2	Global Support Management Team: <a href="mailto:supportmanagers@sdl.com">supportmanagers@sdl.com</a>	<p>Send an email to the Support Managers email address providing the case number, reason for escalation and business need.</p> <p>This is seen by RWS' Global Management team and RWS' goal is for a manager or appointed deputy to contact the Client within two (2) business hours to discuss next steps.</p>
3	Global Client Services Leaders: <a href="mailto:gcs.leaders@sdl.com">gcs.leaders@sdl.com</a>	<p>If the reason for escalation remains unresolved, the Client and / or the Support Manager may escalate to the Global Client Services Leaders, who will work towards resolution with the appropriate resources, communicating with the Client as necessary.</p>

## Appendix A: Summary of RWS Enterprise Support Services

	On Premise	SaaS / Hosted
Hours of Coverage	8 ½ hours x 5 days	8 ½ hours x 5 days
Response Service Levels (SLA)	P1 : 1 Hour P2 : 4 Hours P3 : 1 Business Day P4 : 2 Business Days	P1 : 30 Minutes (24 x 7) P2 : 2 Hours P3 : 1 Business Day P4 : 2 Business Days
Named Users	4	4
Regular Product Updates	✓	✓
Unlimited Support cases 24 x 7 Access to: RWS Support Gateway, Knowledge Base, Community, Product Documentation	✓	✓
Priority 1 Support (critical cases)	✗	✓
Regular Environment Updates	✗	✓

## Appendix B: RWS Enterprise Support A La Carte Options

A la Carte Option	Description
24 x 7 Priority 1 <sup>2</sup>	The 24 x 7 option will provide support for Critical Priority issues (P1) after business hours working with the client's Named Support Contacts.
Additional Named Support Contacts	Support for additional Named Support Contacts to work with RWS Technical Support can be purchased.
Designated Support Engineer	A named individual who is responsible for understanding the Client's environment and will be responsible for managing all support cases. Your designated engineer will also hold a monthly service review with you to review key aspects of the Support service including SLA achievements, time to resolve cases, outstanding Support cases and recent product (new releases and cumulative updates).

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

## Support for Translation Productivity Products

This section contains details of the Support Services that we offer for our Translation Productivity products

As of June 2021, RWS' products covered by this section of the policy are:

- MultiTerm
- Passolo
- Trados Business Manager
- Trados GroupShare
- Trados Studio

### Translation Productivity Support

RWS offers three comprehensive Support levels for Translation Productivity products.

#### 3 Month Contract (Freelance versions only)

- 8½ x 5 Full product support
- 1 Named User
- Remote access by our technical support if required
- Live chat for license resets
- Access to online tools: Support Gateway, Knowledge Base, RWS Community

#### SMA Level 1:

- 8½ x 5 Full product support
- 1 Named User
- Free upgrade to next version
- Remote access by our technical support if required
- Live chat for license resets
- Access to online tools: Support Gateway, Knowledge Base, RWS Community

## SMA Level 2:

- 8½ x 5 Full product support
- 4 Named Users
- Free upgrade to next version
- Faster response times
- Remote access by our technical support if required
- Live chat for license resets
- Access to online tools: Support Gateway, Knowledge Base, RWS Community

A summary of these support options is available in [Appendix C](#). Additionally, you can also select from the a la carte options available in [Appendix D](#).

If you wish to discuss the a la carte options, please contact [RWS Renewals](#) or [RWS Technical Support](#).

## Scope of Support Services for Translation Productivity Products

When Client subscribes to an RWS Licensed Product, Client is entitled to access the [RWS Support Gateway](#) and the Support Services to assist with:

- (i) Clarification of functions and features of the Product or Service;
- (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.

RWS provides Support Services for:

- (i) Any Licensed Product version designated by RWS as “Supported” according to the relevant RWS Product Release Policy;
- (ii) Licensed Product covered by an active Agreement for Support Services;
- (iii) Subscription Services and SaaS covered by an active Agreement for Support Services.

RWS is not obliged to provide Support Services if:

- (i) The Licensed Product is altered or modified other than as approved by RWS, or any portion of the Licensed Product is incorporated with or into other software not approved by RWS;
- (ii) 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;
- (iii) The Licensed Product is installed on any computer hardware/software configurations not supported by RWS; or

- (iv) The Licensed Product has not been used in accordance with the limitations of the Agreement and/or the applicable Order Form.

The RWS Technical Support team engages other internal operational teams, as necessary, in order to investigate and respond to issues raised by the Client. RWS commits to service availability as defined in the relevant Service Catalogue.

RWS 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 RWS Support for Translation Productivity Products

### Contacting RWS for Support Services

The [RWS Support Gateway](http://gateway.sdl.com) (<http://gateway.sdl.com>) is the entry point to RWS Technical Support. The RWS Support Gateway is available 24 x 7. Many resources are available to any visitor of the site:

- [Documentation](#)
- [RWS Community](#)
- [Knowledge Base](#)
- [RWS Technical Support Service Policy](#) (this document)
- Additional information on contacting RWS Support

Clients with a login to the RWS Support 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 RWS Support Gateway up to the contracted number (the standard is a single (1) user for the 3 month and SMA Level 1 contracts and four (4) Named Support Contacts for SMA Level 2) 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. RWS 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 RWS Support 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 contacting [RWS Renewals](#) or opening a support case via the [RWS Support Gateway](#).

## Named Support Contacts' Responsibilities

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

- Before contacting RWS Technical 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 RWS Support Gateway to report issues or request assistance;
- Be the contact for the Client with RWS for the purposes of progressing a case;
- Provide reasonable assistance to RWS during the case investigation, including capturing and documenting all relevant information requested by RWS;
- 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 RWS when this may be possible.

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 RWS documentation. RWS 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 RWS Technical 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 must 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 RWS Support Gateway. Depending on the Agreement, Named Support Contacts may be provided with a phone number to contact RWS Technical Support for urgent issues.



## RWS Support Responsibilities

RWS Technical Support will:

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

Priority	Support Tiers <sup>3</sup>		
	3 Month Contract (Freelance-only)	SMA level 1	SMA Level 2
<b>P1 – Critical</b>	1 hour	1 hour	1 hour
<b>P2 – High</b>	1 day	1 day	4 hours
<b>P3 – Medium</b>	2 days	2 days	1 day
<b>P4 – Low</b>	3 days	3 days	2 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.

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<sup>3</sup> See [Appendix C](#) for details on the available Support Tiers.

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

All users / no workaround

Some users / no workaround

All users / workaround in place

Some users / workaround in place

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

Critical	Event underway and it cannot be stopped or changed. Immediate action needed to resolve the issue.
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.
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.
Low	The issue causes an inconvenience but functions are still available.

- **Priority** is used by RWS Technical 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:

### Assigned Priority based on Values for Impact and Urgency

Priority Matrix		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	P1 – CRITICAL	P1 – CRITICAL	P2 – HIGH	P2 – HIGH
	2. High	P2 – HIGH	P2 – HIGH	P2 – HIGH	P3 – MEDIUM
	3. Medium	P3 – MEDIUM	P3 – MEDIUM	P3 – MEDIUM	P4 – LOW
	4. Low	P3 – MEDIUM	P3 – MEDIUM	P4 – LOW	P4 – LOW

### Case Priority Re-classification

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

RWS 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](#).

### Case Closure

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

- The RWS Support Engineer provides a solution to resolve the case. This may be a workaround;
- A defect or enhancement request has been logged with RWS Product Development and RWS Technical Support can no longer progress the issue. In this case Client will still be able to track the status of the defect or enhancement as it is progressed by RWS Product Development;
- 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 RWS Product Release Policy;
- The Client no longer has an active Support Services account under the Agreement with RWS; or
- After three consecutive attempts to contact the Named Support Contact(s) across a two-week period, RWS 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 RWS 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 RWS Support Gateway. The defect will remain open with RWS Product Development for investigation.

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

1. P1 cases may remain open while the RWS Support Engineer continues to work with the Named Support Contact to find a solution/workaround.
2. For lower priority product issues, the case will be closed in the RWS Support Gateway, while the product issue remains open with RWS 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 RWS' planning process.

To raise an enhancement or feature request, go to <https://community.sdl.com/ideas/> and follow the instructions there.

Please be aware that whilst the request will be reviewed and evaluated for possible inclusion in a subsequent release, RWS 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

[RWS Support Gateway](#) is available 24 x 7.

RWS Technical Support staff are available during business hours, defined by region as follows:

Region	Time	Time-Zone
APAC	09:00 – 17:30	Japan Standard Time
EMEA	09:00 – 17:30	Central European Time
NASA	09:00 – 20:30	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 RWS Technical Support centres may be closed on local public holidays.

Administrators in your account are able to change the region of individual users independently in order to ensure that they will receive support in their region.

All RWS Technical Support centres are English speaking with some additional language support available for selected products.

### 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.

RWS' Escalation Process is as follows:

Level	Contact	Escalation Procedure
1	Escalate within the case	<p>Within the RWS Support Gateway open the case, click "Request Escalation" and enter the reason in the comment box.</p> <p>The RWS Support Engineer and the Support Manager will be notified of the escalation request. RWS' goal is for the RWS Support Engineer or Support Manager to contact the Client within two (2) business hours to acknowledge the request.</p>
2	Global Support Management Team: <a href="mailto:supportmanagers@sdl.com">supportmanagers@sdl.com</a>	<p>Send an email to the Support Managers email address providing the case number, reason for escalation and business need.</p> <p>This is seen by RWS' Global Management team and RWS' goal is for a manager or appointed deputy to contact the Client within two (2) business hours to discuss next steps.</p>
3	Global Client Services Leaders: <a href="mailto:gcs.leaders@sdl.com">gcs.leaders@sdl.com</a>	<p>If the reason for escalation remains unresolved, the Client and/or the Support Manager may escalate to the Global Client Services Leaders, who will work towards resolution with the appropriate resources, communicating with the Client as necessary.</p>

## Appendix C: Support Levels for Translation Productivity Products

Offerings <sup>4</sup>	3 month contract (Freelance-only)	SMA level 1	SMA level 2
<b>Hours of Coverage</b>	8½ x 5	8½ x 5	8½ x 5
<b>Service Levels (SLA)</b>	P1: 1 Hour P2: 1 Business Day P3: 2 Business Days P4: 3 Business Days	P1: 1 Hour P2: 1 Business Day P3: 2 Business Days P4: 3 Business Days	P1: 1 Hour P2: 4 Hours P3: 1 Business Day P4: 2 Business Days
<b>Named Support Contact</b>	1	1	4
<b>Unlimited Support Cases</b>	✓	✓	✓
<b>Live Chat for License Reset</b>	✓	✓	✓
<b>Remote access by our Technical Support if required</b>	✓	✓	✓
<b>Product patches and new releases</b>	✓	✓	✓
<b>Free upgrade to next version</b>	X	✓	✓
<b>24x7 Access to RWS Support Gateway, Knowledge Base, Community and How-To Tutorials</b>	✓	✓	✓
<b>Support Communications</b>	✓	✓	✓

<sup>4</sup> A la carte options are outlined separately in [Appendix D](#)

## Appendix D: A la Carte Options for Translation Productivity Products

A la carte options are only available at SMA level 2.

If the Client wishes to discuss the following a la carte options, the client must contact their RWS Sales Executive, [RWS Renewals](#) or [RWS Technical Support](#).

A la Carte Option	Description
<b>Additional Named Support Contacts</b>	Support for additional Named Support Contacts to work with RWS Technical Support can be purchased.
<b>Designated Engineer</b>	<p>A named individual who is responsible for understanding the Client's environment and will be responsible for managing all support cases.</p> <p>Your designated engineer will also hold a monthly service review with you to review key aspects of the Support service including SLA achievements, time to resolve cases, outstanding Support cases and recent product (new releases and cumulative updates).</p>



#### About RWS

RWS Holdings plc is the world's leading provider of technology-enabled language, content management and intellectual property services. We help our clients to connect with and bring new ideas to people globally by communicating business critical content at scale and enabling the protection and realization of their innovations.

Our vision is to help organizations interact effectively with people anywhere in the world by solving their language, content and market access challenges through our collective global intelligence, deep expertise, and smart technology.

Clients include 90 of the globe's top 100 brands, the top 10 pharmaceutical companies and approximately half of the top 20 patent filers worldwide. Our client base spans Europe, Asia Pacific, and North and South America across the technology, pharmaceutical, medical, legal, chemical, automotive, government and telecommunications sectors, which we serve from offices across five continents.

Founded in 1958, RWS is headquartered in the UK and publicly listed on AIM, the London Stock Exchange regulated market (RWS.L).

For further information, please visit: [www.rws.com](http://www.rws.com)

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