

Visma Talent Solutions Customer Support Policy

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This document describes Visma Talent Solutions support policy for its Cloud products and services.

Visma Talent Solutions Customer Support Mission

Our number one corporate value is customer success. All of our support processes are designed to ensure that our customers are successful in using our products and services. To ensure customer success, our support services are designed to:

- Resolve issues quickly, effectively, and accurately, in partnership with our customers
- Provide courteous and professional service
- Champion change within Visma Talent Solutions to improve products and services on behalf of the customer
- Help ensure that our customers achieve effective use and optimum value from our products and services
- Be uniquely responsive to urgent situations and customer emergencies
- Achieve a team spirit that is projected in each interaction with our customers

Where to Get Answers

Visma Talent Solutions Support Services are offered remotely through various channels as described below.

Self-Service 24x7x365

Customer Community — The Online Community is a space for exchanging advice and best practices, and generating group learning and innovation. It is a rapidly growing community and provides the most up-to-date information, documentation and news from across customers, partners and employees.

Contacting Support and Logging Cases

Upon provisioning of your Visma Talent Solutions environment, you will be introduced to your Support resources via Onboarding Process.

Support Portal 24x7x365

In the event you are unable to find answers to your queries in the Customer Community, you can submit a case via Visma Talent Solutions Support Portal available 24x7x365.

The Visma Talent Solutions Support Portal enables customers to communicate with Visma Talent Solutions Support, create cases, obtain updates, and provide information about cases being worked on by Visma Talent Solutions Support.

By Telephone

Telephonic support is available Monday through Friday, 08:00 to 16:30 CET. Cases may be opened by calling Customer Support if needed. The preferred method is to register in the support portal to be able to follow up and report.

Authorized Support Contacts

Customers are allowed two (2) support contacts who may contact Visma Talent Solutions Support in accordance with this Support Policy. Access to support is dependent upon maintaining a current subscription.

Additional authorized support contacts may be added. Please contact your Account Manager for additional authorized support contacts. You may change any authorized support contact upon advance written notice to Visma Talent Solutions.

For continuity purposes, Visma Talent Solutions requests that customers retain the same authorized support contact(s) for at least 90 days. There is no limit to the number of community portal contacts who may access the self-service resources.

Escalation

Visma Talent Solutions Support is committed to making sure you receive the fastest and most effective

support experience possible.

However, we do recognize that on rare occasions, customers may have the need for a higher level of attention to address an issue. To meet that need, the following escalation process is in place to raise the visibility of an issue within Visma Talent Solutions. There are two levels of escalation:

Escalation to Support Management

In order to bring a specific issue to the attention of a support manager, you have two choices:

1. Directly ask the support engineer to escalate to his or her manager. This can be done by telephone or by placing a note in the case.
2. Call your designated Account Manager and she/he will escalate.

Enhancement Requests

Customers may request enhancements through the Customer Community.

Enhancements submitted through the Customer Community are monitored by Product Management. Customers also have the ability to vote and comment on requests submitted by other members of the Community.

For full details on the enhancement process, search for “enhancement requests” on your Community home page, and you will find the Community Workspace for enhancements.

Support Service Levels

Details on Support Case Severities and Service Levels are included in Appendices A and B, attached to this document.

Appendix A: Case Severity Levels

Case Severity		Description	Examples
S1	Outage (Prod Environment Only)	Production Service is unavailable and/or Content Server or Saba Meeting is unavailable for a Production Environment.	No users can login SSO down Content Server is down / Content won't launch Notification Server down Report/Analytics down Unable to start a Saba Meeting
S2	Critical Issue (Prod Environment Only)	A module is unavailable for use with no workaround and/or multiple users cannot access the portal in Production. The issue causes significant, measureable disruption to productive use of the services in the Production Environment.	Cannot upload Content Data import / job failure Multiple users can join a Saba Meeting, but cannot use video or record a session Download/view files works, but cannot edit/upload files Intermittent performance issues
S3	Important Issue (Any Environment)	Single point of failure condition (any environment) or there is a moderate disruption to the productive use of the service; work-around typically available and/or Service Outage for non-Production Environments.	QA/Dev Down Saba Meeting can be started, but intermittently disconnects Single user cannot login to Saba portal or has problems with Saba Meeting Patch Installation

S4	Informational Issue (Any Environment)	Informational, tracking of non standard operational condition (any environment) and/or usability / how-to type questions	Pending patch fixes etc. Overall public internet performance or end customer internal network problems impairing the user experience. Questions regarding feature/functionality or general usability.
SR	Service Request	A service request for Visma Talent Solutions to perform a routine change, function, or process.	Service request such as QA Refresh, IP whitelisting, customization installation and/or or VPN or DNS requests.

Appendix B: Service Level Agreement

Case Severity		Response SLA	Resolution SLA
S1	Outage (Prod Environment Only)	30 Min	43 Minutes (99.9% monthly uptime guarantee)
S2	Critical Issue (Prod Environment Only)	1 hour	12 hours
S3	Important Issue (Any Environment)	2 Hours	Case update provided every 3 days until a diagnosis and resolution is available
S4	Informational Issue (Any Environment)	2 Hours	Case update provided every 3 days until a diagnosis and resolution is available
SR	Service Request	2 Hours	Within 48 hours, a time frame will be provided for when the service request will be completed

Contact Information

Questions regarding this Policy should be directed to Visma Talent Solutions

Visma Talent Solutions:

Address: Bredbandet 1, 392 30 Kalmar, Sweden

Phone +46 480 42 22 75

Email: info.comenius@visma.com