



# Support

## Support Model

We provide 24/7 service response with direct person-to-person support for immediate problem resolution.

### **PERSONAL SUPPORT AGENT**

Each client is assigned a personal support agent who is knowledgeable about the hospital's system and policies. We realize that the system must be up at all times to support your hospital.

### **OUR COMMITMENT**

Our commitment, as a partner with you, is to provide 24/7 response to your organization throughout the life of the system.

## Procedure for reporting a problem.

We provide a help desk, reachable via phone or email. To maintain and support our customer/partner relationship, we provide 24/7 service response with direct person-to-person support for immediate problem resolution. Our standard business hours are 8:00 a.m. to 5:00 p.m. PST on business days, with on-call support provided after hours, weekends and holidays.

## Service response levels.

During business hours (8:00 a.m. to 5:00 p.m. PST), we provide direct-line support to a trained customer support technician who will:

- a) Answer questions regarding proper use and operation of the system;
- b) Answer questions regarding maintenance and backup procedures for the components of the system;
- c) Assist in identifying problems with the system arising because of operator error or deficiencies in any equipment used in connection with the system, ;
- d) Use telephone and/or remote access diagnostics to correct problems encountered in the software.
- e) Provide advice on best practices to utilize capturing and recording time.

We respond to any request for support services on average within one (1) business hour of receipt of a request during normal business hours.

We respond to any request for emergency support services within four (4) hours after normal business hours. We do everything possible to correct any deficiency quickly.

## Escalation Process

Every issue is assigned a severity level (see table) that determines the escalation process. Any issues determined to be a severity level one **(1)** will utilize the escalation process outlined below. An issue can be moved from a lower level, such as a two **(2)** or a three **(3)** to a level one **(1)** if unresolved.

### SEVERITY LEVELS CHART

LEVEL	DEFINITION	EXAMPLES
One	Severe customer impact – the customer (this includes any user of the system) cannot perform normal job functions.	<ul style="list-style-type: none"> <li>▪ The system is down.</li> <li>▪ Data was lost.</li> <li>▪ Data is unavailable.</li> <li>▪ There is no workaround.</li> </ul>
Two	Major functionality loss – the customer's performance of job function is degraded.	<ul style="list-style-type: none"> <li>▪ Major system functions are unavailable or not working and no work around is available.</li> <li>▪ Repeated failures have occurred.</li> <li>▪ A new install with major issues.</li> <li>▪ Problems will create intolerable delays if not addressed.</li> </ul>
Three	Affect customer productivity – a workaround exists, but the problem needs to be fixed.	<ul style="list-style-type: none"> <li>▪ Failure in software component that is non-critical.</li> <li>▪ Failure of redundant component.</li> </ul>

### Escalation process for level one (1) severity:

- 0 hour – Issue is logged and assigned customer services representative is notified.
- 1 hour – Level 2 customer service representative is notified.
- 3 hours – Chief Operating Officer is notified.