# Software support and maintenance

## Introduction

At Rapita Systems, our policy is to always provide our customers with a support service that is second to none (see our *Service-level objectives*, right). We aim to resolve support issues as quickly and effectively as we can and regard ongoing support as an essential aspect of our business.

We offer a standard software support and maintenance (SAM) package for current, superseded and deprecated versions of all of our software, subject to our Product Lifecycle Policy, which is available at www.rapitasystems.com/lifecycle_policy. Our SAM package entitles you to support and maintenance services as well as product updates and privileged access to our website.

## Service description

Our standard SAM package includes three main elements:

### *Support*

We provide access to our support team, who can resolve any issues you may have while using our software. You can access our team via telephone or email (see *Contacting support*, overleaf).

Our support is available in the English language during UK, US (Eastern Time) and India office hours Monday - Friday. We offer support outside these hours on a *best effort* basis.

We handle all support requests we receive in accordance with our *Service-level objectives* (see right).

Occasionally, a large task may fall outside the remit of our support service. In such situations, we may recommend a customized consultancy package to meet your needs.

### *Maintenance*

If you raise a support issue with us that has occurred because of a bug in our software, our support team will endeavour to offer a workaround until we can provide you with a version of the software that fixes the bug. When we have fixed the bug, we will provide you with an interim *wavefront* version of the software that resolves your problem until our next incremental software release.

We give you access to the latest versions of our software as part of our SAM package, including any updates to manuals and media.

Our yearly release schedule includes 4 planned qualified software releases:

- We release new versions of R**VS** including new features and enhancements twice a year (last working days of January and July).

- We release incremental releases of R**VS** that do not include new features or enhancements 3 months after each new feature release (last working days of April and October).

We may also produce extra incremental releases on demand.

### *Updates and information*

We offer privileged access to our website as part of our standard SAM package. This gives you access to all *known issues* and *assurance bulletins* on our system. We will periodically contact you to inform you of product updates, such as release of new versions.

## Service-level objectives

To ensure that we deliver on our policy of providing you with the best level of support we can achieve, we have established the following service level objectives:

- Support requests you make by email will initially be acknowledged by an autoresponder.

- One of our support team will give an initial response to your support issue within one working day.

- We will provide you with a weekly update while your support ticket remains open.

- We aim to close 50% of all tickets within 7 days (We achieved a rate of 70% during 2020).

- We aim to close 75% of all tickets within 30 days (We achieved a rate of 94% during 2020).

When we close your support ticket, we invite you to rate the support you have received. This gives us an opportunity to review and improve the quality of the support we offer.

## Service duration and purchasing

When you buy a **perpetual** license of one of our products, we include one year's SAM in the purchase price. After this period, you will need to purchase a SAM contract for the product to continue taking advantage of our support and maintenance. If your support and maintenance was discontinued and you want to renew it, you must purchase the service from the date it was discontinued.

We offer the SAM service in 12 month increments. The most cost-effective option is to purchase 3 years of the service at once. In this case, we lock the service price to what is was at the start of the period, protecting you from incremental cost increases. We invoice you towards the end of each annual period.

When you buy an **annual** license of one of our products, we include our SAM package in the purchase price lasting for the duration of the license.

## Additional services

We offer a number of services that are not included in the standard SAM package. These can be provided separately, and include:

- A full range of *software verification services* where we provide expert test engineers to complete test projects.

- Support integrating our tools into your development environment.

- A range of training courses to help you get the most from our tools.

- Custom product enhancements.

- A *frozen version support service* for long-term support of versions of our tools.

For more information on any of these services, please see our *Product briefs* or contact us.

## Contacting support

You can contact our support team by:

- Telephone (international): +44 1904 413945

- Telephone (USA): +1 248-957-9801

- Email: support@rapitasystems.com