

Support Policy

Hours of Availability

Hours of coverage include 8am - 5pm for Central European Time (CET)

Support Includes

- Incident Support - Identifying and troubleshooting problems in the system
- Root cause analysis
- Assistance with issues during installation
- Assistance with issues during upgrades
- Identifying and creating needed bug reports
- Guidance around implementation and configuration

Support Does Not Include

- Customers without a valid maintenance agreement
- End of Life, Beta, Release Candidate or Development releases
- Customized versions of Rentouch products (customized = original product code has been modified)
- Development questions or requests.
- Third-party application integrations or third-party plugins
- Support for end-users
- Product training
- Support in languages other than English and German
- Professional Services
- System & Performance tuning
- Deployment & Capacity Planning
- Installation & Upgrade Services

Fixing Bugs

- Rentouch will help with workarounds and bug reporting
- Critical bugs will generally be fixed in the next maintenance release
- Non critical bugs will be scheduled according to a variety of considerations

Critical priority is defined as: "production application down or major malfunction causing business revenue loss or high numbers of staff unable to perform their normal functions." This includes security issues.

Eligibility and Software Maintenance

Software maintenance covers access to support and software product updates if the licenses were legally acquired and or the maintenance fee was paid. After the active maintenance period expires, the software will continue to function, but you will no longer be able to access support or software updates (including security bug fixes).

Support is open to system administrators and account holders. End-users will be redirected to a system administrator.

Knowledge Prerequisites

Customers are responsible for administering and upgrading their own installations. Rentouch will provide guidance on how to do this, but we will not be able to provide step by step maintenance and installation.