

Ecommerce Success Center (ESC) Support Model 2013

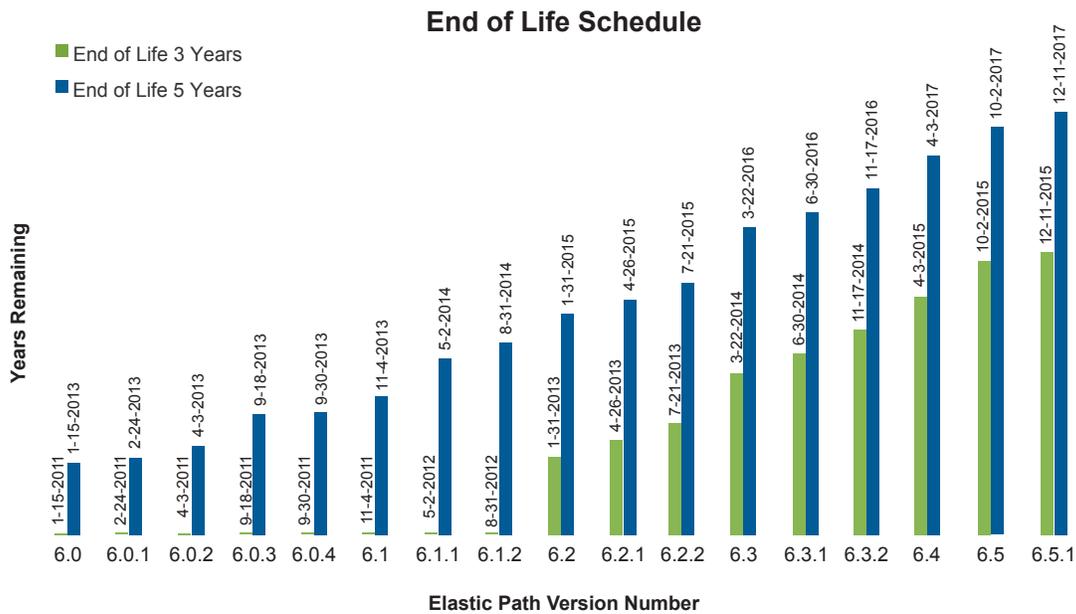
From day one after implementing Elastic Path Commerce Engine, our Ecommerce Success Center works tirelessly to ensure that you have the world-class support that you expect.

elasticpathTM
Commerce Everywhere.

Introduction

From day one after implementing Elastic Path Commerce Engine, our Ecommerce Success Center (ESC) works tirelessly to provide the world-class support that you expect. We work together with our customers to design a support and training package that will ensure our shared success.

We offer three streams of support: Standard; Premium; and Premium Plus. Our Standard plan is available to all Elastic Path customers on a fully-licensed software plan. Our Premium support offers a wide range of customizable support services designed to meet the unique needs of each business. Finally, our Premium Plus plan offers peace of mind through lifetime support and bug fixes.



Flexible Support Options

Customer Portal

The [customer portal](#) is the primary way to interact with Elastic Path support engineers. Through the portal, our customers can easily view their contract, submit support cases, and download Elastic Path source code. Our clients can also grant access to specific members of their team, such as developers and project managers, to ensure those team members receive relevant case information and updates.¹

Phone Support

If you encounter an urgent problem that requires immediate attention, contact the ESC directly by phone. For non-severity 1 issues, our business hours are dependent your region (NASA 9am-5pm, PST, EMEA 9am-5pm GMT).

¹ Standard Support 2 accounts, Premium Support and Premium Plus Support, 4 Accounts. Additional accounts can be added for a nominal cost

Access to Developer Community (Grep)

Elastic Path provides an online developer community called Grep that provides the tools needed to succeed. Through Grep, our customers have access to developer forums, the technical blog, educational materials, and support bulletins.

Access to Online Documentation

The Elastic Path technical documentation site is the starting point for learning about the Elastic Path digital commerce platform. This library of information includes Javadocs, programmer guides, deployment/upgrade documentation, release notes, user manuals, and business user tutorials.

Online Training Courses

Elastic Path offers two online training courses for new clients:

- EP Commerce 100 – This course is for anyone to watch to get an overall introduction to Elastic Path Commerce Engine.
- EP Commerce 110 – This is an Elastic Path Cortex course where attendees can learn how Cortex can be used.

Quality Assurance

Bug fixing on a Patch Level (Base code)

If the cause of a support case is found to be a product bug, Elastic Path will usually supply a hot fix, depending on the scope of the issue. A hot fix is a source code patch file. Because hot fixes are timely fixes, they usually have only been subjected to limited testing and it's up to the client to test the fix in their local environment. We will fix the code in the latest Elastic Path code branch, so that future versions will include any customer reported fixes. Patches are published on the support portal for download.

24x7 Support worldwide on Sev 1's (Base Code)

24x7 support will be given to every customer on Out of the Box (OOTB) code for any Severity 1 issues.

Notification of bug fixes released by the support team

Our automated system sends e-mail alerts to let you know we have fixed an issue and it is available to download from our customer portal.

Accelerator support (bug fixing and upgrade)

If accelerators were used on a customer project, these accelerators will be supported through the regular support channels. Bug fixes and upgrades are available through the Customer Portal.

24x7 Support worldwide on Sev 1's (Customisation code)

24x7 support is offered for Severity 1 incidents for any customizations made to the Elastic Path software that was delivered by our Professional Services team.

Custom Code base stored at Elastic Path

A copy of the final version of your code will be stored at Elastic Path Software for safekeeping. This service applies only to code that was custom written by the Elastic Path Professional Services team.

Customisation code Support

Customization support picks up where Elastic Path Professional Services team leaves off. This premium service ensures that customizations made to the Elastic Path Software are fully supported for the duration of the support period. ²

Bug fixing on a Patch Level (Customisation Code)

If an issue is discovered with Elastic Path's customized code, an Elastic Path developer will fix the issue and produce a hot fix patch.

Bug fixing on a Patch Level (Customisation and Base Code, T&M on versions that are older than 5 years)

Bug fixing for versions that are past End-of-Life (EOL) will be supported through our Premium Plus Support option. Time and Material applies to this option.

Unsupported 3rd party product compatibility assessment (T&M)

Elastic Path will perform a compatibility assessment of unsupported versions of third-party components at your request. Assessment includes a baseline functionality evaluation and validation of jointly developed use cases. ³

One day Performance Audit (one per Calendar year)

An Elastic Path performance engineer works with you to uncover bottlenecks and make recommendations to improve performance. You'll receive a high level report overview of their systems' current performance, a list of current system pitfalls, and our recommended solutions.

.....
² Customizations done by customers not included.

³ Time and materials billed for compatibility assessment.

Experts By Your Side

Account Manager

Elastic Path Account Managers will be assigned to an account when Premium or Premium Plus Support is purchased. With the Account Manager, you have a direct line into Elastic Path. Account Managers will keep you up to date on our roadmap, strategies, and the future direction of your competitors. They will also be the escalation point for any issues that may arise.

Dedicated Support Team familiar with code base

Elastic Path will ensure that the support team in your region is familiar with your codebase to ensure fast resolution times.

Architecture information stored in Case Management System

Elastic Path has the ability to store your architecture information in our CRM, enabling us to quickly pull up any relevant information about the environment and the setup.

About Elastic Path Software

Elastic Path builds commerce software that powers the next generation of digital experience. We help businesses maximize revenue from their goods, services, and content with solutions that empower companies to create outstanding customer experiences that drive engagement and conversion. Elastic Path technology brings this functionality to multiple touchpoints – websites, apps, APIs, and more – while generating a single view of the customer. Market leaders, including Google, Pearson, Symantec, Time, Virgin, and Western Union, use Elastic Path to drive billions of dollars in digital commerce annually.

Web: www.elasticpath.com | **Blog:** www.getelastic.com | **Twitter:** www.twitter.com/elasticpath