



Support and Maintenance Services



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Description of Support and Maintenance services

Technical Support and Maintenance (S&M) services are provided by ZA Cloud to customers who own licenses for software created by the company on an annual or perpetual licensing model.

Software products	Delivery method
IntelliDockers	On-premise (client infrastructure)
Factory	On-premise (client infrastructure)

Support

Technical support for software is a service offered by ZA Cloud for software developed by ZA Cloud, which helps users to solve technical problems or better understand how to use the software. This type of support includes:

- Installation Help: Help for users who have problems installing software on their system.
- Troubleshooting: Help for users who have problems with software operation, such as errors or crashes.
- Configuration: Help for users who have trouble configuring the software to suit their specific needs.
- Help for use: Help for users who have problems using the features or functionality of the software.
- Technical questions: Answers to technical questions about software.
- Documentation and tutorials: Access to documentation and tutorials to help users better understand how to use the software.

This type of support is essential for users of ZA Cloud software, as it can help resolve issues and maximize the value of the software for users.

Conditions

Technical support for ZA Cloud licensed software products is provided under the following conditions:



- **Working hours:** technical support is provided during working days (5 days a week from Monday to Friday), 8 hours a day (9am - 5pm), except on public holidays.
- **Contact:** for technical support customers can contact ZA Cloud SRL at office@zettacloud.ro (24 hours a day), or by phone at +40 723 175 635 (during the mentioned working hours).

Responsibilities

- Contacting the Client to confirm receipt of the problem, to start working on the case and requesting further information if necessary;
- Involve additional company resources as needed;
- Provide regular updates to customer contacts via email, phone,

Impact, urgency and priorities

The **priority** of each issue reported by the customer is defined by its **impact** on the smooth operation of the impacted software solution, and determine **the urgency** for its resolution by ZA Cloud:

Service **Impact** measures the effect of the problem on the Customer's business:

- All users / no solution.
- Some users / no solution.
- All users/existing workaround.
- Some users/existing workarounds.

The **urgency** reflects how quickly the problem needs to be solved:

- **Critical event** in progress and cannot be stopped or changed. Immediate action required to resolve the problem.
- **Ridiculous.** The problem causes a malfunction that inhibits action, preventing progress to the next action. The event is scheduled, but enough time remains to respond without affecting the event. An individual process is stopped, the client cannot work.
- **Medium.** The event can be delayed or is far enough in time to allow response without loss of productivity. Affected process; certain functions are not available to users. Failure of a minor function of the system as described in its corresponding documentation and specifications.
- **Low.** The problem is causing an inconvenience, but the functions are still available.

Priority

Priority is used by ZA Cloud Technical Support to ensure that responses are made within the appropriate timeframe. Priority levels are defined below:



P1 - Critical. The problem is extensive/expanded, affecting an entire critical business process or the Customer is unable to perform basic business functions. There is no acceptable solution. Potential loss of mission critical data.

P2 - Raised. The business is interrupted, causing the business to slow down or stop. The problem prevents the use of the tool from being on the Client's critical path soon and there is no acceptable solution.

P3 - Medium. Users may continue to conduct business. Problem interferes with normal completion of work or tasks more difficult but not impossible to complete. Problem affects work, but does not prevent use of the tool and there is an acceptable solution.

P4 - Low. The problem affects productivity, but is a minor inconvenience. There may be an acceptable solution.

Response times

Response times are measured in cumulative hours of working time, from the time a request is confirmed as received to the first response from the ZA Cloud technical team.

Priority	Response time
P1	8 hours
P2	24 hours
P3	3 days

Maintenance

Software maintenance is a set of activities that are carried out to ensure the correct and safe operation of software. This includes:

- Updates: Applying patches or updates to correct bugs or add new features and functionality.
- Upgrades: Upgrading your software to a newer version to take advantage of additional features and functionality.
- Optimization: Making changes to improve the performance or efficiency of the software.
- Compliance: Check and update software to comply with current standards and regulations.
- Security: Taking security measures to protect software against cyber attacks.

Software maintenance is essential to ensure that software remains functional, secure and up-to-date, and to maximise its value to users.



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Maintenance services for software installed in the customer's IT infrastructure are performed by providing installation kits for new versions together with installation instructions.

Upgrade services included in maintenance:

- New versions (patches/fixes/releases) of software solutions including new functionalities.
- New versions of Artificial Intelligence models.

Contact

For information about this offer please contact:

Zetta Cloud (ZA Cloud SRL)

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