

Clariba Customer Care Guide

Business as Usual (BaU) Services
Peace of mind for your BI Investment

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1. Overview

After a successful business intelligence implementation, many of our customers find that they require further assistance with their new environment, discover additional requirements or modifications, or request a full support contract to ensure a guaranteed, reliable service for their IT team and end users. As such we offer a variety of support and consulting service packages, which can be tailored to your needs, offering the peace of mind that knowledgeable expertise is close at hand.

Benefits of Choosing Clariba Customer Care

- In lean economic times, hiring an internal dedicated resource to support and maintain your BI system may not make financial sense. With Clariba Customer Care – Business as Usual (BaU) Services, you get all the benefits of dedicated support and development with the flexibility to choose a cost-effective package that best suits your needs.
- Clariba Customer Care – BaU Services will help you maximize your return on investment and make the most of your BI system. Our experts have access to industry best practices and keep abreast of changes in business intelligence technology. If there is a process improvement, new application or upgrade that will enhance your system, we'll let you know about it.
- Our support and development is timely and personalized. As a result of working with your team to implement a BI solution, our consultants have a deep understanding of your system and your business. This knowledge helps us to react quickly to issues and make accurate assessments and recommendations.

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What are Clariba Customer Care BaU Services?

The following chart summarizes the services included in each category of the Clariba Customer Care – Business as Usual Services. Please refer to subsequent sections within the guide for more details.

Clariba Customer Care – Business as Usual Services

SureSupport

- Infrastructure monitoring
- Issue resolution
- Best practices support
- Answers to product related questions
- Interactive end-user support
- Interface to BI manufacturer
- Minor developments (<1 day)

PerformancePlus

- Planned updates and migrations
- Copying or exporting a database
- Restoration of the database
- Analysis of system performance
- Changes to system settings
- Integration with backup products
- Design of the backup strategy
- Temporary replacement of staff
- Short term developments (<3 days)

2. SureSupport Services

What is SureSupport?

Clariba SureSupport includes any activity that fixes technical or functional issues that arise within a BI system that is already installed. These problems may be related to any hardware or software component of the BI system, including but not limited to, the operating system, database or any application. Minor development enhancements that can be made within one business day, requests for information and other non-critical support services are also included under the umbrella of SureSupport.

SureSupport is almost always provided remotely from the Clariba Solution Centre (CSC). In order to ensure fast and efficient support, we require access to your BI system through a virtual private network (VPN) connection (or through other remote access options). Clariba always maintains strict confidentiality and data security when remotely accessing and supporting customer BI systems.

Scope of SureSupport

The following Business Intelligence support services are covered by Clariba SureSupport*. For coverage details and prices that are specific to your implementation and BI environment, please contact Clariba.

Infrastructure monitoring and administration	✓
On demand support for your Business Intelligence Team	✓
<ul style="list-style-type: none"> • Issue resolution • Best practices support • Product related questions 	
Interactive end-user support	✓
Interface to Business Intelligence manufacturer for issue resolution	✓
Minor development enhancements (small changes or updates that can be accomplished within 1 business day)	✓

* Please note that training services are not included in SureSupport contracts.

Service Level Agreement

The CSC will assess and respond effectively to all support requests received, and ensure that system operation issues are solved as quickly as possible. In order to properly manage response and resolution times (according to the criticality and priority of the issue), we ask that you or your system users submit a support request by sending an e-mail to the account enabled for this purpose.

In the event of a serious and urgent technical impact, you can contact the CSC via phone, provided that details of the issue are subsequently sent via email.

Clariba guarantees that any support request received during the duration of the contract will be answered within the established response times outlined in this guide.

Support Requests & Priority Levels

To submit a support request to the CSC, simply send an email (with the appropriate priority level in the subject line) to: support@clariba.com. Once the CSC receives the support request email, a dedicated consultant will monitor the request until it has been resolved.

As the response time depends on the priority assigned to the support request, please indicate one of the following priorities in the subject line (based on the status of your BI system and/or nature of your request) and include details in the body of your email.

Priority 1: Critical

- System outage
- Corruption of data
- Application unavailable
- Critical software errors that affect a vast majority of users
- Major performance degradation issues
- Important functionality not available

Priority 2: Non-Critical

- Non-critical software errors or errors that affect only a subset of users
- Minor performance degradation issues
- Request for minor enhancements to functionality (less than 1 day of work)
- Any support request for a test or development system
- Questions or requests for information
- Request for documentation

Response Time

The response time is the period in which the CSC responds to your support request. Please note that the issue may not necessarily be resolved within this period. The response time frame begins when the message is received in the CSC email inbox.

During the response time frame, the CSC will compile and interpret all the information necessary to identify the cause of the issue described in your support request. After opening the support request email, the CSC will, if necessary, contact you by email to seek additional information in order to better understand the current status of the system and the factors involved. If the CSC determines that it is necessary to establish a remote connection to your system, they will include this information in the follow-up email. Once the cause of the support request has been diagnosed, the CSC will make contact again to outline the resolution plan.

Response times for SureSupport services are as follows:

- **Priority 1:** within two hours
- **Priority 2:** within one business day

Resolution Methods and Times

The CSC uses two main methods for resolving a support request, offline support is utilized when the impact can be managed on the phone with the contact person, or the solution can be sent to the customer by email. Support with connection is utilized when a remote system connection is required in order to deal with the support request. In rare cases, a Clariba consultant may travel to the customer site in

order to resolve the issue (after making appropriate arrangements with the customer).

The resolution time is the period in which the CSC can test, diagnose, and provide a solution to the issue described in your support request. The CSC will forecast the resolution time frame for each support request based on the priority and complexity of the issue.

In some cases, the resolution time may be unpredictable or exceed the CSC forecast. In extreme cases, the CSC may determine that the problem is unsolvable. Wherever possible, we recommend that you develop an appropriate contingency plan: i.e. system redundancies, backup copies, etc. to mitigate the impact of serious issues.

Summary

Clariba SureSupport will help you to mitigate disruptions by solving issues quickly and efficiently. This service will also help you to maintain your BI system so that you get the most out of your investment. Please refer to the BaU Packages section at the end of this document for more information on our SureSupport options.

3. PerformancePlus Services

What is PerformancePlus?

Clariba PerformancePlus is a consultancy service, which can be used to:

- plan developments or changes to the design of your Business Objects universe, reports and dashboards
- integrate a new system or software package into your BI environment
- prepare for major changes to your system
- add new technology or functionality

Scope of PerformancePlus

PerformancePlus activities include, but are not limited to:

Updates to the BI system, database or specific applications.	✓
Activities related to the administration of the system that may require the presence of a consultant, such as copying and/or exporting a database, patching, etc.	✓
Restoration of the database and/or data recovery.	✓
Analysis of the performance and/or capacity of the system.	✓
Analysis of the performance and/or capacity of the system.	✓
Changes to system settings for optimal performance.	✓

Integration with backup products and design of the backup strategy.	✓
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Temporary replacement of staff and/or assistance with system administration for vacation, illness or periods of high demand.	✓
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Other short term developments to the BI environment (consultancy services that are generally limited to 3 working days).	✓
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* Please note that training services are not included in PerformancePlus contracts.

Clariba recognizes the dynamic and changing nature of BI systems and does not wish to limit the possibilities of incorporating new technology or services to those already mentioned above. As such, the portfolio of PerformancePlus services is always open to new technologies and changes in the customer environment.

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PerformancePlus Requests

When organizing a PerformancePlus project with Clariba, you may request the presence of an on-site consultant(s) who, together with your local team, will plan, design and implement the best strategy to address your desired changes. In general, PerformancePlus Services are provided through a combination of on-site and remote access, depending on requirements, time frame, availability, and other factors.

To request PerformancePlus consulting services, simply send an email to the CSC at: support@clariba.com with the title "PerformancePlus Request" in the subject line. In the email, please provide details about the type of development, functionality, upgrade or other services you are interested in. The CSC will respond to your request by phone within two business days in order to discuss the request in detail and determine time lines.

Summary

Clariba PerformancePlus gives you the option to modify and enhance your BI system as you use it. Use this service to anticipate future development opportunities and plan ahead for updates, upgrades and other changes that will benefit users. Please refer to the BaU Packages section on the following page for more information on our PerformancePlus options.

4. Customer Care Packages

Customer Care Package Details

Clariba SureSupport and PerformancePlus Services are each divided into four packages based on a range of hours. For example, if you want 20 hours of SureSupport per month, you would choose the SupportLight Package. These flexible options allow you to choose either support hours or consulting hours, or combine packages based on your needs (i.e. SupportMedium for 48 hours/month + PerformanceLight for 16 hours/month). Pricing for each Package is provided upon request.

The minimum contract period is three months; however we recommend an annual contract for uninterrupted protection.

Consumption

Hours used for SureSupport or PerformancePlus Services will be tracked by Clariba throughout the month and deducted from your package. If you do not use your specified hours each month, these hours are forfeited; they can not be rolled over into the next month.

The Clariba Solution Center business hours are between 10:00 and 18:00 (Central European Time), on weekdays. During business hours, 1 hour of SureSupport or PerformancePlus service = 1 hour deducted from your package. Outside of business hours, (i.e. 18:00 to 10:00) as well as on holidays and weekends, the SureSupport or PerformancePlus hours used will be twofold, i.e. 1 hour of SureSupport or PerformancePlus service = 2 hours deducted from your package.

Even if a support request is closed within a fraction of an hour, the minimum time deducted for remote services will be 1 hour. For on-site support, the minimum time deducted will be 8 hours.

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Paquetes y horas de soporte

SureSupport Packages	SureSupport (hours per month)*
SupportLight	0 – 40
SupportMedium	41 – 80
SupportAdvantage	81 – 120
SupportTotal	100% coverage**

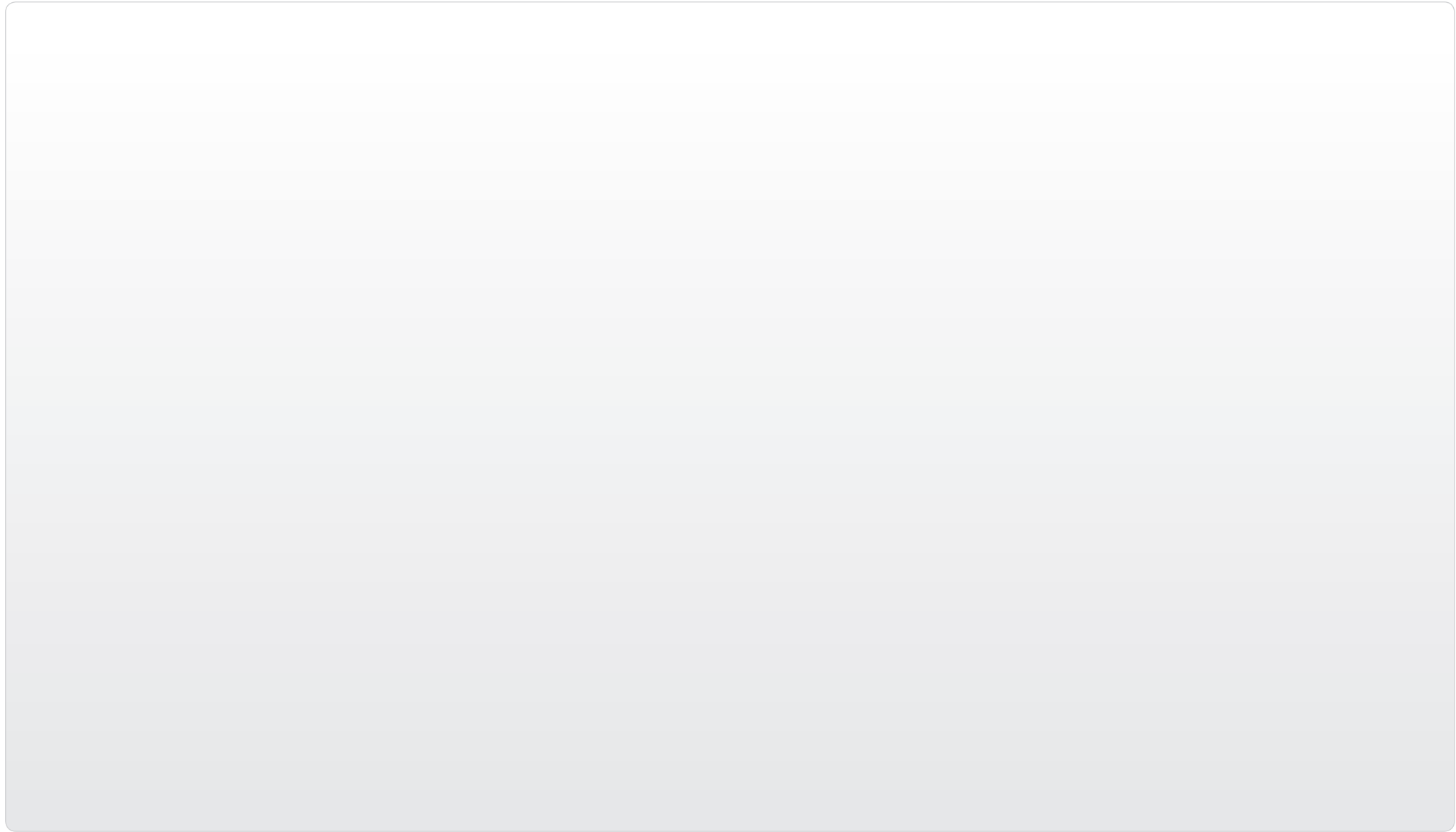
PerformancePlus Packages	PerformancePlus (hours per month)*
PerformanceLight	0 – 40
PerformanceMedium	41 – 80
PerformanceAdvantage	81 – 120
PerformanceTotal	100% coverage**

* Hours per month must be specified in the contract, (i.e. 48 hours per month)

** 100% coverage means that support is available up to 8 hours per business day for the entire month

Next Steps

If you are interested in discussing the Customer Care Package that best suits your organization and BI system, please contact Clariba at info@clariba.com for a free consultation and proposal.



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For more information about our Customer Care – Business as Usual Services
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