



# **Customer Support Handbook**

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## About Raima Customer Support

Raima Customer Support provides enterprise-class support for mission-critical applications and processes for hundreds of customers worldwide. Raima has over 25 years of experience supporting business analysts, architects, designers, developers, testers, operations specialists, administrators, and the full breadth of corporate teams responsible for application lifecycle management.

Raima's world-class customer support engineers are true experts in the RDM product line and key related technologies. Support engineers have full accountability for the resolution of an assigned case, acting as the customer's single point of contact and coordinating the efforts of local support teams, specialists in remote support organizations, third-party vendors, and Raima product engineering teams.

With fully staffed support offices, headquartered in Seattle, WA, Raima Customer Support has the infrastructure to fully support global corporations using both technology and expertise. By using a web-based case tracking system, Raima support engineers know they are working with the latest details and status of each case.

Customers may open cases with Raima Customer Support via [support@raima.com](mailto:support@raima.com) or by calling Raima's customer support telephone number at **+1 (206) 748-5300 and selecting option 3**. Standard business hours for Raima Support are 9:00 am to 5:00 pm U.S. Pacific (PST) Monday-Friday (except U.S. holidays).

Cases are assigned directly to Raima customer support engineers for investigation and resolution, according to engineer skill sets and availability. With a focus on enterprise production support, resources are prioritized for maximum response to issues occurring in production environments, including rapid access to Raima product engineering teams as necessary, to minimize costly production downtime.

All incoming customer inquiries, including both customer support cases and non-technical administrative issues, are answered directly by Raima Customer Support and either handled or escalated appropriately. Customers know that their concerns are being heard directly by Raima, with readily available escalation channels directly to Raima management.

Raima Customer Support can provide you with:

- Rapid, friendly responses to your requests
- A wealth of technical knowledge at your fingertips
- Information tools and fixes to prevent known software problems
- Timely responses and resolutions for all of your software inquiries and issues
- Answers to your software usage and functionality questions
- Up-to-date service and installation information
- Consistent support options for all of your Raima Database Software

## About This Handbook

This handbook lets you know about our organization and the services we can provide to you. Because we care about your success, we want to help you receive the service you need. This handbook will explain how you can customize your Raima Customer Support options to maximize the benefits for your organization. In addition, we'll also direct you to other valuable sources of information that you will find extremely beneficial.

Note that information in this handbook can be subject to change at any time to improve upon the level of service that we provide to you.

Additionally, this handbook sets a clear, explicit set of standards for Raima Customer Support. Our employees and customers share visibility into this public commitment. We hold ourselves to these standards; let us know if you feel we are falling short.

## Raima Customer Support Services Mission

Raima Customer Support Team is comprised of Consulting Services, Customer Support, and Learning Services. Our Mission is:

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*To serve as a customer advocate by providing world class Technical and Customer Support via a comprehensive set of consulting, education, and customer support solutions that accelerate the RDM development lifecycle, enabling our customers to develop world-class, small footprint database applications.*

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Our mission is to achieve the highest level of customer satisfaction, success and loyalty by promoting an environment that holds excellence, accountability, and customers in the highest regard.

## Commitment to Quality

We strive to gain customer satisfaction by consistently providing fast, friendly and effective service. Fulfilling this obligation is considered a privilege and a responsibility for each of us.

At Raima, we are committed to excellence, in both product and support, and we will continually strive to improve and enhance our world-class Customer Support team and customer experience that we deliver.

As an industry leader and driving force behind new database technology, we are dedicated to helping our customers achieve success and meet their business objectives through the power and full potential of our product solutions, tools and services.

## Raima is dedicated to:

- **Listening to our customers** and responding in a professional, timely and friendly manner.
- **Providing our customers with exceptional service** by fostering an environment of continuous improvement and satisfaction.
- **Respecting the needs and rights of the individual**, whether customer or employee, and always treating each with courtesy, integrity and honesty.
- **Expanding Raima's quality-driven global presence** by servicing our customers around the world.

## We are also committed to:

- Exceeding your support requirements – all the time.
- Providing a range of services and technologies that complement your information technology.
- Helping you achieve the levels of system availability that your business requires.
- Enabling you to achieve the system productivity required to meet your business objectives.
- Providing a clear, consistent and comprehensive structure to meet your Customer Support needs.
- Improving our support and service processes continuously.

## Our People

Raima's world-class Customer Support Engineers are true experts in the Raima product line and all related technologies. Support Engineers have complete accountability for the resolution of an assigned case, acting as the customer's single point of contact.

Our talented teams of individuals seamlessly work together to provide you with the support you need. Customer Support works side-by-side with both Developers and Quality Assurance to expedite resolutions and provide customer feedback on product issues. Since all levels of development and support sit in the same location, we are able to offer you the highest level of technical knowledge possible without any delay.

## Worldwide Support Coverage

Our Support Engineers committed to working with a global audience. We have a well-built technical infrastructure to assist with just about every time of issue, regardless of locale.

## Hours of Operations

Standard business hours for Raima Support are 9:00 am to 5:00 pm U.S. Pacific (PST) Monday-Friday (except U.S. holidays). After-hours support is available if needed, on a pre-arranged fee schedule.

## How to Contact Raima Support

Raima Customer Support is available to you by the following methods:

- **Email** – [support@raima.com](mailto:support@raima.com)
- **Telephone** - +1 (206) 748-5300 select #3

## Raima Customer Support Online

The Raima web site and [support@raima.com](mailto:support@raima.com) provides access to support case tickets and some self-serve options for obtaining information regarding the about your product. The options on the site are:

- **support@raima.com** – here you can email to create or discuss new and closed support cases. Here, we will provide you with a location to upload files to support, and download fixes and patches from a Support Engineer. You can also request your product licenses and contracts.
- **Online Manual** – The latest versions of our product manuals are available online at <http://docs.raima.com>. These manuals include examples and whitepapers to help you get started on your own project as quickly as possible.

## Support Offerings

Raima Customer Support Offerings provide the benefit of qualified Customer Support Engineers ready and willing to solve any technical issue. Flexible support agreement options address the needs of all customers, whether large or small. Each option is designed to provide you with the technical support you need to keep your applications running at full-productivity.

Raima currently offers many forms of support associated with the benefit packages Standard, Enhanced and Premium support.

Custom support agreements are possible (Non-Standard Support) and support for legacy versions/unsupported products (Legacy Support).

Each offer has several similarities and as well as different coverage window, response times, and other customer care benefits.

## Support Levels

When support is initiated for a customer, a support guidelines document (specific to the support program) is provided which outlines the services included, contact information, and the escalation procedure.

Raima offers the following levels of support:

- Standard
- Premium
- Legacy

The following is a comparison of the Support offerings listed above:

**Table 1. Support Options**

Database Customer Services	Free	Standard	Premium	Legacy
Named Callers		One (1)	Unlimited	One (1)
Number of Incidents		Unlimited	Unlimited	Unlimited
Response Time		Next Business Day	8 hours	Next Business Day
Online Product Documentation	Yes	Yes	Yes	Yes
Online Technical Forum	Yes	Yes	Yes	Yes
Online Incident Tracking & Updates		Yes	Yes	Yes
Customer Determined Incident Severity Level		Yes	Yes	Yes
Incident Escalation Process		Yes	Automatic	Yes
Critical Patch Notification		Yes	Yes	
Patch Distribution		Yes	Yes	
Updates (i.e. 11.1 to 11.2 – change to right of decimal point)		Yes	Yes	
Case History Monitoring & Analysis			Yes	
Remote Consultations including the following:			Yes	
<ul style="list-style-type: none"> <li>• Schema Design</li> </ul>				
<ul style="list-style-type: none"> <li>• Best Practices</li> </ul>				
Upgrades (i.e. 11.0 to 12.0 – change to left of decimal point)		Discounted	Yes	

## Standard Support

Standard Support includes the following services for supported products:

- Queued access to a team of product specialists
- Unlimited calls per year for a single customer contact

## Premium Support

Premium Support includes the following services:

- Priority queued access to a team of product specialists
- Unlimited calls to our customer support line for unlimited contacts
- Automatic escalation of high priority tickets
- 16 hours development assistance on schema design, optimization techniques or general questions

## Legacy Support

Often, customers that do not wish to migrate/upgrade to the currently supported version of the product, may still wish to maintain the ability to call with questions, get bugs fixed, and receive the upgrade discount sometime in the future. Legacy support is essentially Standard Support for old software.

Legacy Support includes the following services for old products:

- Unlimited calls to our customer support line
- Queued access to professional services

## Assigning a Severity Level to an Issue

New support incidents are evaluated for severity and derived from your view of the criticality of the issue. You may assign a severity on the issue, or the Support Engineer may upgrade, or downgrade the severity based on email or conversations. The severity level will always be agreed upon between you and the Support Engineer, and can be adjusted to fit your needs.

The following chart contains the definitions we use to assign a severity level to your support issue:

**Table 2. Severity Levels**

Severity Level	Condition / Impact
<b>High</b>	This results in a <b><i>critical business impact</i></b> for a production system. A response will be given immediately, and the problem resolution will be worked on with the highest priority.
<b>Medium</b>	This results in <b><i>some business impact</i></b> for a production system. A response is given in 12 business hours.
<b>Low</b>	This results in <b><i>minimal business</i></b> impact. A response is given within 24 business hours.

	Severity HIGH	Severity MEDIUM	Severity LOW
Target Response: Standard Support	8 business hours	1 business day	2 business day
Target Response: Premium Support	2 business hours	4 business hours	1 business day
Nature of Issue	<ul style="list-style-type: none"> <li>• <b>Production system is down</b></li> <li>• Operations disrupted. No workaround is available.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Feature/function failure</b></li> <li>• Operations are severely restricted. Workaround available</li> <li>• Application development issues.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Minor problem</b></li> <li>• Documentation, general information, enhancement request, etc...</li> </ul>