

Customer Support Guidelines

When you have a question about any Software Earnings product, we ask that you first look in the appropriate product manual to determine if the problem in question is hardware or software related.

If the problem is hardware related, you should contact the vendor responsible for that particular hardware (e.g., NCR, IBM). Once you determine that it is a software problem, and the documentation does not provide the answer, contact Software Earnings Customer Support.

CUSTOMER SUPPORT

(901) 756-5647

8 am to 5 PM (CT) Monday - Friday

Severity 1 problems during non-business hours:

24/7 Customer Support

(901) 756-5647

An Application Analyst will be paged and will return your call within 1 hour.

FTIC CUSTOMER SUPPORT

(901) 756-8425

8 am to 5 PM (CT) Monday - Friday

24/7 Customer Support at (901) 756-8425

Software Earnings (SE) Customer Support is organized as follows:

Place a call to SE Customer Support when you have determined there is problem with the Software Earnings software.

You will be in direct contact with an Application Analyst who will perform an in-depth analysis of the problem. This may require additional documentation from you to determine the cause of the problem.

The Application Analyst is ultimately responsible for the progression of the problem through the support structure to the conclusion.

When the problem is a defect in the SE product, circumvention for the problem is provided when possible.

When a defect has been identified, an APAR is created. Several underlying components of the system are not owned and maintained by SE, but may cause problems in the operation of the system.

SE will drive the problem through the appropriate vendor's support structure to determine the cause of the problem and provide a resolution as quickly as possible.

SUPPORT STRUCTURE

When contacting SE Customer Support you will be speaking directly with the Software Earnings Application Analyst that will resolve your issue. The Application Analyst will search the database to determine if the problem has been previously reported by another customer.

If that problem has been resolved before, the Application Analyst will provide valuable information, including a possible circumvention to the problem.

For a new problem, the following actions will take place with the Application Analyst:

1. Requests the institution name, site location, caller's name, two forms of contact phone numbers or combination of phone number and e-mail address.
2. Creates a problem record, and assigns your bank a problem number (PMR) for future reference.
4. Determines the severity of the problem.
5. Determines the failing product and component.
6. Records the symptom(s) of the problem.
7. The Application Analyst will perform a Problem Determination and Problem Source Identification. (Problem Determination defines if the problem is hardware or software related. Problem Source Identification defines whether the failing component of the System is Software Earnings owned code, another vendor's product, or a user error. This may require additional documentation to determine the cause of the problem.)

SEVERITY LEVELS

Response Time Definitions

1. The System is inoperable and work cannot be processed. One (1) hour
2. The System is functional but is experiencing a significant component malfunction. Four (4) business hours
3. A minor System problem. The System is functioning normally, but a component is experiencing a minor error. Testing problems generally fall in this category. Eight (8) business hours
4. Requests on how to do something, or other usage questions. Three (3) business days

For Severity 1 problems, technical support will attempt to circumvent the problem if you do not already have a "work-around".