

# Lepide Customer Support Reference Guide



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## Introduction

Here at Lepide we aim to provide un-parallel support to compliment our flagship solution LepideAuditor. In the following guide you will find the full list of support options that are available to you as well as an explanation of how you can contact our support team.

## Support Programs

All evaluating / existing customers have full access to our team of support engineers and can raise a support request 24x5.

### Full Support

Full Support is included with any LepideAuditor license purchase and offers industry competitive response times to technical issues as well as immediate access to product updates and hotfixes as and when they become available. Support is available 24x5.

### Limited Support

Limited Support provides support during local business hours and periodic access to LepideAuditor updates and hotfixes (when they become available publicly – this is typically once a quarter). Support is available Monday to Friday, Business Hours 8am-5pm.

### Evaluation Support

Evaluation Support is provided through the 15-day trial at the same level as Full Support – 24x5.

## Support Contact Summary

Support Program	Support Availability	Support Contact
Full Support	24x5	Phone/Web/Email
Limited Support	Mon-Fri 8am-5pm (Local Time)	Phone/Web/Email
Evaluation Support	24x5	Phone/Web/Email

*Table 1*

# Severity Levels and response time SLA's

## About Severity Levels

For a great overall experience for all of our existing customers and evaluating customers we have set some severity guidelines (outlined in table 2) to ensure the higher the severity of the issue the quicker the initial target response time will be.

The severity should be specified when a support request is made to ensure all support requests are handled efficiently. As and when the support request is designated to an engineer, both the engineer and requester will work together to reduce the severity.

Please note, if we receive a high severity support request it will be handled with the highest of priorities above all other lower graded support requests. We ask you to kindly score your support request with the correct severity level (based upon the outline in table 2) and if at any time it becomes a lower severity level to update our support team, so we can downgrade as necessary.

This will help in ensuring we are providing a fair level of service and support to all of our customers engaging with our support team.

Please note: As an evaluating customer you will receive the same level of support as an existing customer with full support.

All below guidelines are for our paid for solution of LepideAuditor, for freeware support you will be guided to the support section of our website or our interactive community forum.

## Support Request Severity Guidelines

Severity	Example	Limited Response SLA	Full Response SLA
High	Critical issue where the solution is inoperable or there is an impact on the IT environment it is deployed into (example, audit data not showing in reports or performance of production infrastructure being adversely affected).	*8 hours	**2 hours
Medium	Not impacting production infrastructure, solution working correctly but maybe not desirably (example configuration adjustments and report tuning)	*12 hours	**4 hours
Low	Minor issue that does not impact the functionality of the solution or the IT environment its been deployed into (example, general configuration question, feedback, suggestion or feature request).	*24 hours	**8 hours

Table 2

\*Indicates Business hours Mon-Fri 8am-5pm local time

\*\*Indicates Monday to Friday (24x5)

## Contacting Our Support Team

When contacting our support team, please ensure you have as much information to hand with regards to your issue so we can provide the best level of service possible. When raising a support request it is also recommended that the requester has access to all the required systems and technical knowledge of the target IT environment to assist our engineers in providing a swift resolution.

When you contact our support team, if you could provide the following it could significantly speed up the support cycle and give you an overall better experience:

- Name and Company
- Solution name and version number
- Description of the issue you are facing
- Details of the issue and the impact this is having within your environment (if any)
- Severity level (based upon fig 2.1)
- Best way and time to contact you (phone/email)
- Any additional information about the issue that you think would be beneficial in helping us resolve the problem for you

### Support request via Phone

Please contact us on the following numbers and select option 2 for support, you will be put through to the next available engineer (based upon availability at that time), if for any reason an engineer is unavailable, please leave a voicemail and an engineer will get back to you within the outlined response times in the above table.

Contact Number	Option
USA/Canada+1(0)-800-814-0578	Select Option 2
UK/Europe +44(0)-208-099-5403	Select Option 2

Table 3

### Support request via Email

Support requests can be raised directly by emailing [support@lepide.com](mailto:support@lepide.com). Please provide as much information as possible as outlined above to help us in resolving the issue you are having. Please note this email will go directly into a 24x5 monitored ticketing system to ensure every support request is handled appropriately.

### Support request via Web Portal (available soon)

You can also raise a support request via the web portal [www.lepide.com/support](http://www.lepide.com/support). Please provide all the information throughout the form filling process (most of the above points will be specifically requested in the form) and an engineer will process the support request accordingly. You will also be able to track the progress of your support ticket and specifically when and who it has been assigned to.



## Follow Up

When a support request has been made, our engineers will allocate the support tickets appropriately and will contact within the outlined response times in fig 2.1. As we work together through the support request, the severity level will be adjusted accordingly under mutual agreement.

## Resolution of Support Queries

Here at Lepide our engineers are a team of highly skilled individuals with a broad technical understanding of our solutions and the surrounding systems into which we deploy to ensure a professional, reliable and consistent support experience.

In the unlikely event of a bad experience with our support team, please notify the engineer and the case will be escalated internally to the Technical Delivery Manager to handle the situation and ensure you receive the correct level of support.

We operate with a stringently structured internal tiered support team, in the event that one of our tier 1 engineers is unable to resolve the support query alone, the case will be escalated internally and you will be provided with details as to:

- when you can expect the next update
- what to expect on the next update
- If further action is required from your side (logs / environment info needed)
- If a remote support session is required and what to expect on that session
- Progression report on every update

At the forefront of everything we do as a provider of software solutions, technical support and service, customer satisfaction is of the utmost priority. Under industry standard guidelines we will always make three attempts at contacting you (over the course of a week) before closing a support ticket. If we are unable to reach you, the case will be closed, and you will be informed. If you wish to continue with support, you will be required to open a new support ticket. If it is in reference to a previous support case (same or similar issue) we will refer to the full archive of relative information before making contact to ensure we do not repeat any previous steps in diagnosis of the issue. We will always aim to have the same engineer handling your case.

Support cases will be closed in agreement if:

- The issue is resolved
- A hotfix or workaround is provided
- We are unable to contact you after three attempts
- The issue resolves itself
- Advice is satisfactory on how best to use the solution
- Mutual agreement (customer consent) that the case can be closed

\*We would like to reiterate that in no circumstance will a support case be closed without your knowledge or agreement



## Support Surveys

Here at Lepide, we value our customer feedback not only with regards to our products and solutions but also on our support. We aim to provide the best in industry support and we are proud of our support team. We can only improve if we hear what you have to say so on closure of each case you will receive a short survey to provide feedback and suggestions around the support you have received.

## Supported Releases

We aim to provide major releases containing new features and functionality at regular intervals (on average once per quarter) and minor release containing hotfixes/updates in between the major releases. The update process is relatively simple however we do understand that in some cases, there will be a stringent change control process that may need to be followed and updating the solution as and when there is a new release is not always possible for many of our customers.

We aim to support all of our customers across all versions of our solution however in some instances if we know there is a suitable resolution to an issue with a newer version of the solution than the one that is currently implemented in the customers environment, the initial resolution provided will be to upgrade, only then can we continue to provide support. If a solution or release is declared "end of life" it will no longer be supported.

\*Freeware support is provided through our support forum only.

## Third Party Software, Integrations and Existing Infrastructure

In the unlikely event that the performance of our solution is being adversely impacted by third party software we will always try to go above and beyond to work with you and the third-party vendor to get a resolution. This may mean we would need to talk to the vendor directly or in some cases raise a support ticket on your behalf (customer permitting).

All of our engineers are competent and knowledgeable not only in our own solutions but also the infrastructure we install our solutions and the platforms we currently support for auditing. We always aim to provide the highest level of support not only troubleshooting our own solution but also helping you to understand if there are any performance issues in your own environment.

We also have integration capabilities with third party software and applications. The responsibility of our engineers stops at the successful integration with the third-party software however we will always assist where we can in giving you extended support where we see necessary and we believe you can benefit from our knowledge.





# Contact Us

<https://www.lepide.com/contactus.html>  
[Support@lepide.com](mailto:Support@lepide.com)

Region	Phone Number
USA/Canada	1(0)-800-814-0578
UK/Europe	+44(0)-208-099-5403