



LearnFlex™
is the perfect fit for Learning Management

OVERVIEW

The LEARNFLEX Support Services program is designed to provide technical support services throughout the entire life of your LEARNFLEX application. The intent of the Support Services Program is to provide LEARNFLEX customers with the quality software support and services that they need to successfully use and manage the LEARNFLEX application.

END USER SUPPORT (1ST AND 2ND TIER)

In order to provide a responsive, high quality, and cost effective support solution to LEARNFLEX end users, LEARNFLEX has partnered with a variety of industry leaders. These partners provide first-level basic help desk functions, which include initial call handling, call logging, assignment of call priority (Critical, Major, Minor and Limited), queue placement, and escalation to second-level support as required. This level also includes initial problem diagnostic services for identifying problems and generic application faults, analysis, and if possible, problem resolution.

Second-level support will provide more detailed diagnostic services as well as any problem duplication for identifying complex problems, and application faults that cannot be resolved by the first-level support. Second-level support is also responsible for the application of any maintenance releases or end user-specific fixes that can be provided. Second-level support also provides interface assistance and escalation to third-level support as required.

STANDARD LEARNFLEX OPERATIONS SUPPORT (3RD AND 4TH TIER)

This standard support package provides your organization with access to authorized support during normal operating hours (7–7:00EST), five days a week (excluding federally recognized statutory holidays). The authorized support representative is available to help on those infrequent occasions when LEARNFLEX or one of its components is failing. The package also includes remote assistance when problems are identified, support for routine installations and usage questions, support for software updates and upgrades, minor maintenance releases, and bug fixes and patches, if required.

A Web-based knowledge base and support site is also available 24/7/365 in order to log and track support requests to the Support Center. The support site also contains:

- 1) Configuration Guide.
- 2) User Manual.
- 3) Administrator Manual.
- 4) Instructor Manual.
- 5) E-Commerce Guide.

EXTENDED LEARNFLEX OPERATIONS SUPPORT

If your organization operates on a global scale, you may need the Global LEARNFLEX Support package, which extends the basic support to 24 hours per day, seven days per week.

ONSITE SUPPORT

In order to streamline the operations of your LEARNFLEX application and accelerate the time-to-market of your implementation, as well as remove any knowledge barriers that may exist, onsite authorized LEARNFLEX support representatives are available to work from your location.

TRAINING

Authorized LEARNFLEX consultants are available for onsite custom training sessions to help train your staff.

CUSTOMIZED OPERATIONS SUPPORT

Just as LEARNFLEX is extremely flexible and can be customized or configured for your organization's needs, so are our support packages. Whatever your particular needs, we can design and implement the right support package for you.

SERVICE REQUEST CLASSIFICATIONS

LEARNFLEX defines three classifications of Service Requests. In order to classify a request, customer technical support personnel will confirm the impact of the problem and recommend an appropriate classification.

Critical Priority: Service Requests that have been verified through formal maintenance channels as problems affecting service, which cause major functionality issues for the customer. There is **NO** acceptable work around.

Major Priority: Service Requests that have been verified through the formal maintenance channels as problems affecting service, which cause major functionality issues for the customer. There **IS** an acceptable workaround that allows the customer to restore service.

Minor Priority: Service Requests that have been verified through the formal maintenance channels as causing particular features or functionality to be inoperative, but **DO NOT** affect service for Customer End Users. There **MAY** or **MAY NOT** be an acceptable workaround.

ESCALATION

The following table represents the escalation times and responsible personnel.

ELAPSED TIME	CRITICAL	MAJOR	MINOR
4 hours	Account Manager		
8 hours	VP Application Development	Account Manager	
24 hours	CEO	VP Application Development	Account Manager

LEARNFLEX UPGRADE PROTECTION

Upgrade Protection gives LEARNFLEX customers the right to upgrade to new releases of LEARNFLEX without additional licensing costs. Without this software insurance, customers would have to purchase a new LEARNFLEX license every time a new version becomes available.

Upgrade protection is purchased annually and must be purchased within the first year of owning LEARNFLEX. Some LEARNFLEX packages include upgrade protection as part of the overall solution. LEARNFLEX will continue to function normally without Upgrade Protection; however, the Upgrade Protection must be current in order to receive additional software upgrades free of charge.



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