PROS Support Guide

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Thank you for using PROS products and services.

Product support is a vital part of the total PROS customer experience. We want you to get the most from our products long after the initial sale and installation. We are dedicated to ensuring that every issue is resolved to your satisfaction. To enable you to maximize the return on your investment, we offer a suite of support offerings designed to meet your business needs.

The information contained herein is believed to be accurate as of the date of publication, but updates may be posted periodically and without notice to
https://connect.pros.com/sites/default/files/PROS_Support_Guide.pdf. In the event of any inconsistency between this document and the terms of your contract with PROS, the terms of your contract with PROS will govern.

this publication and to make changes in the content hereof without obligation of PROS to notify any person of such revision.

1 INTRODUCTION

1.1 BUILDING AN EFFECTIVE SUPPORT RELATIONSHIP

The effectiveness of any support interaction depends upon the technical knowledge, problem-solving skills, and communication skills of both our customers and our Product Support Team.

The purpose of this guide is to help you manage your business more effectively in your support interactions with PROS. We strive to ensure your success by delivering world-class services and support.

1.2 BEST PRACTICES

Based on our experience in supporting customers, we would like to share with you some recommendations and best practices for a highly effective product support relationship.

1.3 PLAN AHEAD

Before deploying our products, it is beneficial to review product release notes and other related technical documentation for your environment. Of particular interest are the installation, configuration, and running of guest operating systems. We also recommend that you carefully define your project plans and include adequate test time and a "crisis" plan to ensure your administrators know how to contact all vendors involved. PROS offers a variety of consulting services to help assess your existing systems and applications, then utilize that knowledge to plan, build, and manage your PROS product.

1.4 UTILIZE SELF-HELP RESOURCES

PROS customers can take full advantage of our self-help tools available within our customer portal, PROS Connect. From our customer portal, you can find technical documentation, Knowledge Base solutions, discuss issues within our forums, and review technical guides and notes.

1.5 PROVIDE COMPLETE AND ACCURATE INFORMATION

Timely issue resolution depends on accurate and timely information. When additional information is requested on your reported issue, please respond as quickly as possible to keep the investigative process moving.

2 PROS PRODUCT SUPPORT SERVICES PROVIDED

PROS Product Support provides expert technical assistance worldwide through highly experienced professionals committed to customer satisfaction. Our highly skilled support team has a comprehensive knowledge of our different products.

PROS Product Support is available in the support levels outlined below:

	Standard	Premium	Elite[1]
Customer Portal Knowledge Base Forum	x	x	x
Incident Submission	Online / Phone	Online / Phone	Online / Phone
Support Availability	8x5[2]	24x7	24x7
Initial Response Time	Severity 1: 2 Hours Severity 2: 4 Hours Severity 3-4: 8 Hours	Severity 1: 1 Hour Severity 2: 2 Hours Severity 3-4: 4 Hours	Severity 1: 15 Minutes Severity 2: 30 Minutes Severity 3-4: 2 Hours
Restoration Time Objective	Severity 1: 1 Day Severity 2: 5 Days Severity 3-4: 10 Days	Severity 1: 4 Hrs Severity 2: 8 Hrs Severity 3-4: 24 Hrs	Severity 1: 2 Hrs Severity 2: 4 Hrs Severity 3-4: 24 Hrs
Designated Support Contact			x

[1] Elite available for RTDP, PAV, GRMS, GSO, Group Sales Policy Service and SignalDemand applications.

[2] 8x5 support in customer's business hours on severity 2, 3 and 4. 24x7 support on severity 1.

2.1 SEVERITY LEVEL DEFINITIONS
The severity level is a measure of the relative impact of the technical issue on your systems or business. Accurately defining the severity ensures a timely response and helps PROS Product Support to better understand the nature of your issue,

- Severity 1 (Critical): Software in a production environment is down, or corrupted, or major functionality of the software which has a critical impact on the customer's business, is not working. A workaround is not available.

- Alternatively, all or a substantial portion of customer's business critical data processed in the software is at significant risk of loss or corruption.
- Severity 2 (High) – Software has limited performance and is significantly impacting customer's business or group of users. A workaround is available.
  - Operations can continue but in a restricted fashion, although long-term productivity might be adversely affected.
  - A major milestone is at risk. Ongoing and incremental installations are affected.
- Severity 3 (Medium) – Software is working as expected and has a minor impact on customer's business or group of users. A workaround is available.
  - Some software components have impaired operations, but users can continue using the software as expected or agreed.
  - Initial installation milestones are at minimal risk.
- Severity 4 (Low) – General question, or request for information. No impact on the customer's business or group of users.
  - Issues which do not impact software functionality, such as cosmetic errors in the documentation, user interface, etc.

3 SUPPORT INCIDENT LIFE CYCLE

Whether you contact PROS Support by phone (Toll Free 1-833.504.8969 or 1-713.335.5333) or the customer portal (PROS Connect) at https://connect.pros.com, your support request is promptly logged and your issue is assigned to the appropriate support individual.

- Support request stages include the following:
- Confirming the issue.
- Collecting information to help troubleshoot the problem.
- Submitting a support incident through PROS Connect.
- Working the issue with the PROS Support representative.
- Resolving the support incident.

3.1 PROS CONNECT
This system provides the following benefits:

- Provides access to user discussion forums, knowledge base, product documentation and product downloads.
- Provides online self-service capabilities allowing customers to submit, query and report status of incidents.
- Provides a unique incident number to track each incident.
- Enables assignment of a severity level to effectively prioritize a incident based on standard criteria.

- Generates email notifications to the customer's named users to acknowledge receipt or update of incidents and provide a direct link to review the incident history.
- Allows incidents to be assigned to the appropriate support analysts, ensuring consistent communication throughout the life of the incident.
- Enables tracking status of open, assigned, escalated and closed incidents; providing reminders to follow up on status updates.

3.2 WORKING THE ISSUE

A PROS Support representative is assigned to your support incident and owns your problem until it is mutually agreed that it is resolved. From time to time, it may be necessary to reassign a support incident from one support representative to another to facilitate a timely resolution.

The assigned support representative will contact you via email and/or phone as appropriate during the resolution process. Your responsibility is to have the appropriate people and resources available to work with the PROS support representative during the service hours defined in your support agreement. The PROS support representative will work with you to resolve the issue, taking whatever steps are necessary to first fully diagnose the problem then to find a solution.

- This may involve, but is not limited to, the following:
- Asking you for more information.
- Asking you to install specific software and/or patches where applicable.
- Asking for specific debug data from your system (and, if necessary, conducting tests to generate this data).
- Trying to reproduce the issue on test machines where applicable.
- Asking for your code, data, or software to help reproduce the problem.
- Verifying software bugs with our engineering staff.
- Asking you to implement and test workaround suggestions that may avoid the issue.
- Asking you to involve networking, database, or other technology-specific administrators to help troubleshoot the issue.

3.3 VIEWING AND UPDATING OPEN SUPPORT INCIDENTS

You can view the status of support incidents you have filed with PROS Product Support by logging into PROS Connect. You can add comments or resolve support incidents.
Error (Bug) Report: If you feel you have found an error in a PROS product, and you have an active support contract with us, you should report that to PROS support via the normal support incident process

3.4 SUPPORT ESCALATION

On occasion, customers may request an escalation because they feel their case is not gaining any forward momentum. For this reason, we encourage you to send your email with the case number and

the reason for your escalation to: SupportEscalations@PROS.com. Upon receipt of your request, the support analyst working the case, support team lead, and the support management staff will be notified. Please DO NOT use this email address for critical issues, instead call the number listed above for Customer Support.

During normal business hours, you should receive a reply in 2 hours or less.

3.5 SUPPORT INCIDENT RESOLUTION

A request is typically marked "resolved" when you confirm that a resolution has been reached or if PROS Product Support does not hear back from you after three attempts to contact you over a 30-day period.

An Incident Summary Report is provided for Severity 1 (Critical) incidents within 5 business days after the incident is resolved. Information provided in the Incident Summary Report includes incident timeline, resolution analysis, and immediate action plan that tracks short term changes needed to mitigate future occurrences. Longer term changes are tracked via engineering Problem Management process.

3.6 SUPPORT INCIDENT CLOSURE

Resolved incidents can be closed by customer to confirm solution provided. Resolved incidents not closed will be automatically closed 30 days after resolution.

4 PROS CLOUD CHANGE REQUEST PROCESS

4.1 WHEN IS A CHANGE REQUEST REQUIRED

When PROS plans to make changes to customer product deployments in PROS hosted cloud environment, whether requested through a customer incident service request or an internal request, the PROS Change Management Process is followed. Change Requests are linked to the incident in the PROS internal incident and change management system.

A PROS Change Request may be necessary for requests such as the following:

- Product Software upgrades
- Product Hotfix installations
- Custom code deployment
- Software modifications/configuration changes
- Security structure changes
- Schema changes
- Operating System service packs/patches
- Server hardware changes/additions

- Application and system restarts

Each change request includes the following detailed plan

- Impacted environment
- Implementation details
- Rollback plans
- Verification and testing of changes
- Customer communication plans

4.2 CHANGE REQUEST APPROVAL AND TIME CONSIDERATIONS

The type of change is dependent on the urgency and impact of the incident reported:

- *Emergency change requests*: Pre-approved for urgent and highly time sensitive demands as would result from a Critical severity incident.
- *Normal change requests*: Uses PROS Change Advisory Board responsible for approvals

Proper planning should be considered when submitting service requests that may necessitate a change request. PROS recommends the following when submitting a service request:

- When making a change to a production environment, request the change first in the test environment and verify so as to mitigate risk in the production environment.
- Submit the service request with sufficient lead time. Allow at least 3 business days for the change management process to complete. This includes time for the change request to be created, reviewed, approved, implemented, and verified.

4.3 CHANGE REQUEST IMPLEMENTATION

Some changes may be accompanied by a maintenance outage or require customer verification which will be shared in our communication with you. Coordination with customer's own change management process may be applicable in order to attain both approval and timing of the change so as to minimize any user and system disruption. Once changes are approved, they are implemented, verified and closed to help ensure we have quality deployment of changes.