



Vendor Application Support

 Synoptek

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Introduction

This Service Definition is subject to all terms and conditions of the Service Order to which it was attached. This Service Definition describes and contains additional terms that apply to Synoptek's Vendor Application Support services.

The service definitions found herein reflect Synoptek standards at the time the Service Order(s) was issued. Synoptek reserves the right to change any particular standard herein to reflect Synoptek's best practices or industry standards at its sole discretion with or without notice.



Service Offering

Synoptek’s Vendor Application Support services provide customers with Tier 1 support applicable to nearly any business application used in the modern workplace. The implementation of a business application does not guarantee an organization’s workforce would achieve their desired results with the new tool. As such, by providing a responsive support platform, Synoptek delivers the foundation necessary to drive results and support adoption of the customer’s new business application.

This service is priced based on the number of anticipated tickets for the application(s) in question.

STANDARD COMPONENTS

This service provides the organization’s end-users with an accessible, responsive, and agile support channel for the supportable* application(s) of their choice.

** While most, if not all, applications can be supported by this service, certain criteria must be met in order to ensure Synoptek is able to deliver the components listed below. See “Service Support” section for more details.*

Feature and Description	Additional Information	Included
CORE APP ACCESSIBILITY & FUNCTIONALITY	Synoptek will provide end-user support covering the following: <ul style="list-style-type: none"> • Application accessibility • Username/password recovery • Application navigation • General functionality (e.g. “how-to”) • Basic troubleshooting 	Yes
USER MANAGEMENT & PERSONALIZATION	Synoptek will provide support for the following user management activities: <ul style="list-style-type: none"> • User creation • User modification • User assignment • User provisioning • User preference setting 	Yes
ADMINISTRATIVE SUPPORT	Synoptek will provide support for basic administrative-level tasks.	Yes

	Administrative tasks that cannot be executed from static processes or documentation are out of scope.	
SYMPTOM ANALYSIS	Synoptek will provide best effort analysis regarding users' goals and what obstacles may prevent users from achieving them.	Yes
ON-GOING DOCUMENTATION	<p>Synoptek and the Customer will co-manage an on-going knowledge base covering T1 material and procedure.</p> <p>While Synoptek will manage the knowledge base's infrastructure, the Customer will be responsible for providing the documentation necessary to properly troubleshoot and resolve T1 issues.</p>	Yes
24X7X365 ESCALATION MATRIX	When an issue is unable to be resolved through T1 support (e.g. issue is T2+, issue is not covered in documentation, etc.), Synoptek will escalate the issue as per a Customer-provided escalation matrix.	Yes
24X7X365 CASE TRACKING & REPORTING	When applicable, Synoptek will open a ticket on behalf of the Customer with an application vendor to resolve issues unresolved through initial efforts.	Yes

Service Deployment

Synoptek's Service Deployment team is responsible for the onboarding and offboarding of its Vendor Application Support services.

EXPECTATIONS DURING ONBOARDING

Synoptek Requirements

- Synoptek will create the Customer's application's knowledge base articles in a SynopDocs resources.

Other Requirements

- Active involvement from the Customer is expected in order to build out initial knowledge base articles for the application to be supported.

Synoptek Deliverables:

- Synoptek will deliver T1 support for the Customer's application according to the established knowledge base and escalation matrix provided by the Customer.



Service Support

While Vendor Application Support services can support nearly any modern workplace application, certain criteria must be met in order to ensure Synoptek's ability to deliver the service with respect to the Customer's application(s) of choice.

Synoptek Responsibilities

- Synoptek is responsible for maintaining the infrastructure necessary to house application documentation in an accessible, efficient manner.
- Synoptek will notify the Customer if support tickets that qualify as Tier 1 support lack documentation in the knowledge base.
 - What qualifies as Tier 1 support is determined by Synoptek's best judgment, unless otherwise agreed upon between Synoptek and the Customer.

Customer Responsibilities

- The Customer is responsible for providing knowledge base content to be used by Synoptek's service desk in order to understand and troubleshooting incoming application support tickets.
- The Customer is responsible for updating knowledge base content whenever changes to the application are made that would render existing information obsolete.
- The Customer is responsible for providing an escalation matrix for Synoptek's service desk to refer when issues are not resolved via T1 efforts. This escalation matrix, at minimum, must provide an escalation process for the following:
 - When documentation and relevant scripting is unable to resolve the issue (e.g. issue must be escalated to T2 or higher)
 - When documentation and relevant scripting is missing from the knowledge base (e.g. issue is T1, but Synoptek lacks documentation and/or process for it)