Racami Support Program

Program at a Glance

- All Racami products covered by an annual service agreement are supported.

- Support for Racami-supplied third-party products is provided to the degree that they interact correctly with Racami products. Other applications of third-party products are not supported.

- Racami Technical Support will maintain ownership of all cases unless we determine that the issue is due to a third-party product. You are free to pursue the problem further with the third-party vendor. We will assist when asked by the third-party vendor support organization.

- Racami Technical Support is provided on all released versions, until we designate the version to be obsolete. All product changes are incorporated only into the latest versions. As a result, you may be required to upgrade to the latest product version in order to revolve a specific issue.

- In addition to the Standard Support Plan, Racami offers a variety of optional Extended Support Plans that are designed to meet the needs of virtually every organization.

Support Performance

Racami Technical Support typically responds quickly to incoming requests for support. The response time varies by the severity of the problem. Racami uses the following guidelines for response times.

Process Severity Levels

Level	Description	Goal Response Time
Level 1	System is down and/or the customer has no production capability.	Within 2 hours*
Level 2	System is up, but production capability is seriously affected, OR, customer is developing an application under urgent time constraints.	Within 4 hours*
Level 3	System is up, but production capability is reduced, OR, customer is developing an application, but can work on other elements while awaiting resolution.	Within 6 hours*
Level 4	System is up with no significant impact to production.	Within 8 hours*

* During Racami standard business hours

Flexible Support Plans

In addition to the Standard Support Plan, Racami offers a variety of optional Technical Support plans that are designed to meet the needs of virtually every organization.

Standard Support Plan	Monday through Friday, 8:30 a.m. to 5:00 p.m. (Eastern Time)
Extended Support 24/7 Plan	Every day, 24 hours, designed to provide expert assistance with Level 1 severity issues 24 hours a day, 365 days a year.
Special Circumstances Support Plan	Available on a single ocurrence basis, this customized support plan provides after-hours assistance when support is needed for a planned change to your production environment.

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How to Contact Us

Racami customers with a valid maintenance may work with Technical Support via telephone, email or the web. For fastest response call **+1.678.730.7700**

Telephone	Racami Technical Support can be reached by telephone **+1.670.730.7700** Problem resolution is prioritized based upon severity level. Standard support hours: Monday through Friday, 8:30 a.m. - 5:00 p.m. (Eastern Standard Time). US Federal holidays are observed and business is closed on these days. Only clients with 24/7 and production down issues will receive technical support after normal hours.
Email	To report product or production issues, please email: **support@racami.com** All email is processed during our standard business hours.
Web	Racami Technical Support contact information is available on the website: **www.racami.com** Product documentation is available on **docs.racami.com**
On-site	Racami offers for a fee on-site custom installation and operator training for all products. The Racami on-site technician works with your personnel to set up and configure your system.