



Morpheus Support and Services Agreement

Abstract

Morpheus back-to-back support
And Service Level Agreements

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Support Capabilities

Morpheus Data has two levels of support available for customers to select from Standard and Premium. Support is provided for the current and one previous long-term-support releases when utilizing an approved architecture. Morpheus Support does not extend to third-party software, hardware, clouds, or other endpoints connected to the Software.

Standard Support offers eight hours a day five (8/5) days a week with a basic response target of the next business day. This level of support comes standard with the purchase of a Morpheus license for the duration of the license. Standard Support includes access for one (1) user to the support portal.

Premium Support offers 24 hours a day seven (7) days a week support for production environments. Basic response targets include four (4) hours on weekdays and 12 hours on weekends. Premium support cases are prioritized over Standard support cases. Premium Support is purchased for only production environments, all other environments default to Standard Support. Premium Support includes access for ten (10) users to the support portal.

Note: Additional packages of 10 users can be purchased for Support Portal access.

Additionally, Morpheus offers Customer Success Managers (CSM) which are named resources that get to know your business and your business drivers. CSM's can make proactive recommendations and providing road map information and support case oversight and review. CSM's act as a liaison between your business and Morpheus and work to ensure your business needs are represented throughout Morpheus Data.

Request Classification - Morpheus Data has three different types of requests from customers, with each is a differing set of expectations. The three classifications are as follows:

Feature Requests - Feature Requests are requests for additional capabilities or functionality beyond what is already included within the product. There is no guarantee that a feature request will be developed. Morpheus developers regularly review feature requests and determine based on many factors which ones will and will not make a scheduled product release. If feature requests are to make a product release, they will be updated to reflect that status however, if they are not scheduled to make a specific product release no status will be provided. Customers are encouraged to contact their account team or CSM if a feature request is critical. When Morpheus accepts paid feature requests, developers will prioritize these requests above all others.

Support Requests - Support cases are requests for troubleshooting assistance when Morpheus isn't functioning or performing as expected. Support cases are prioritized based on the level of support purchased (Standard or Premium) and on the time of creation.

Customers are requested to be responsive to support personnel regarding support case queries.

Support cases that are placed in "Pending Customer Response" status will auto close after seven (7) calendar days without a customer response.

Support cases that we fully believe are resolved may be placed in a “Pending Customer Validation” status. These will auto close after four (4) calendar days without a customer response.

If a support case is opened for a feature request Morpheus support personnel will open a feature request on your behalf and will then close the support case. There is no value or benefit to duplicating these requests.

Product Deficiency Request - Product Deficiency Requests are situations where something should work based on normal usage of the feature however, it does not. Once a support case has been thoroughly worked and has been determined to be a product deficiency request the support case is referred to the Morpheus Development Team. The development team reviews product requests regularly and schedules them for product releases. There are four statuses associated with pending development work they are as follows:

Dev: In Next Release - Indicates that the fix for this bug will be in the next release of Morpheus.

Dev: In Progress - Indicates that the fix for this bug is currently in progress. It may or may not make it into the next release.

Dev: Planned - Indicates that the developers have reviewed and are planning to fix this issue however, a specific product release has not yet been determined.

Dev: Pending - Indicates that the support case was referred for development review however, it has yet to be reviewed by the development team.

Other Methods of Communication:

Slack may be provided during services delivery, with CSMs or for grandfathered Premium Support customers (Morpheus offered Slack Channel for Premium Support Customer through 2019). Slack Channels will be monitored only during standard working hours on workdays. If used during services delivery the Slack Channel will be decommissioned when the engagement is complete. For grandfathered Premium Support customers, the Slack Channel will remain until the Support Contract renewal. In all cases, Slack does not replace Support Cases, Feature Requests, or Product Requests and timely response in Slack is never guaranteed.

It is recommended that all communication regarding Support Cases be conducted via the support portal. Email and Slack communication outside of the support portal does not update the support case and can delay problem resolution and/or result in support cases being automatically closed prematurely due to a perceived lack of customer response.

Support for Africa customers is provided from 8am to 5pm SAST GMT +2 (South Africa holidays are observed). The Support Desk can be reached at support@morpheusdata.com and support@seal.africa. Voice support can be provided upon request.

Priority Classification

The table below provides a description and criteria for the different priority levels available when raising a support case.

Priority Level	Definition
Critical	<p>A Critical Priority is an interruption to a service or critical functionality that is considered as an emergency and meets one or more of the following:</p> <ul style="list-style-type: none"> Downtime is directly affecting revenue. Severely impacting the ability operate as a business. A workaround is not immediately available. Affecting a large percentage of customers/users.
High	<p>A High Priority has an adverse impact or the potential to have a critical impact on a customer business. This may include, but is not limited to:</p> <ul style="list-style-type: none"> A significant adverse impact on a small to moderate number of customers. A moderate or adverse impact on the ability for a customer to run their business. Causing financial loss and service disruption but less severe than the definition of an Urgent Priority Critical functionality interrupted, degraded or unusable, having a severe impact on services availability. No acceptable alternative is possible.
Medium	<p>A Medium Priority has a medium adverse impact, or the potential to have a High impact on a customer business. This may include, but is not limited to:</p> <ul style="list-style-type: none"> A minor adverse impact on a small or moderate number of customers. A minor adverse impact on the ability of a small part for a customer to run their business. Noncritical functionality or procedure is unusable. No direct impact on services availability. A workaround is available.
Low	<p>A Low Priority has a low adverse impact, or the potential to have, a Medium adverse impact on a customer business. This may include, but not limited to:</p> <ul style="list-style-type: none"> No material impact on the customer. Error is minor in nature. A workaround is available, or a repair is possible.

Response Time Service Level Agreements (SLA)

A response time is the amount of time between when a customer opens a support case and when a member of the support team first responds to inform the customer that they are currently working on it:

Priority Level	Response SLA
Urgent	4 Hours
High	8 Hours
Medium	24 Hours
Low	48 Hours