



REMOTE ADMINISTRATION, AUTOMATION, & DELEGATION

Our company is committed to providing all the technical support our clients need, whenever they need it. So you can focus on your business and leave the technical support to us.

SOFTWARE MAINTENANCE AND TECHNICAL SUPPORT

We are dedicated to making our company the industry leader in IT innovation by continuously improving the RAAD Solution. Our technical team is always working on new ways to improve the RAAD Solution.

All new purchases of RAAD includes 12 months of **RAAD Basic Technical Support** and RAAD product updates as part of the included software maintenance service plan



By Telephone: [+1 \(904\) 534-7252](tel:+19045347252)



By E-mail: support@raad.solutions

We Offer The Following Support Levels:

RAAD Basic Technical Support - Traditional Business Hours: Mon-Fri: 9AM-5PM

RAAD Advanced Technical Support - Custom Support Plans To Fit Your Needs

RAAD Software Maintenance Service Includes:

- New RAAD Releases
- New RAAD Versions

All software updates will be available for download at our website:

www.raad.solutions.

Additional Technical Support Benefits Include

- General and technical questions regarding RAAD operations.
- Help with getting the most out of RAAD's features and functionality
- Assistance with updating the RAAD Software to new versions and releases.

RAAD provides free **RAAD Basic Technical Support** to customers for one year from the date of purchase or the duration of the contract period. Clients can expect resolution to any problems, technical issues, and inquiries reported during the contract period based on the service criteria explained below.

DEFINITIONS OF "SEVERITY" LEVELS FOR TECHNICAL SUPPORT

SEVERITY	DEFINITION OF SEVERITY LEVELS
1	Emergency - The RAAD system is down (all RAAD systems and functionality inoperable) and the outage is significantly impacting the business or mission critical operations
2	Critical - Critical loss of RAAD functionality or a degradation of performance that severely impacts the business and mission critical operations. (No workarounds exist)
3	Moderate - Non-critical loss of service or partial loss of functionality with a medium impact on business operations. (Short term workarounds may exist, but they cannot be scaled)
4	Low - RAAD is functional, but has cosmetic bugs or a minor degradation of performance that doesn't impact business operations. (Acceptable workarounds exist)
5	Technical Questions: RAAD Solution is fully functional and working as intended, but the caller has questions regarding configuration or use of the product

SUPPORT RESPONSE INFORMATION FOR THE SERVICE-LEVEL AGREEMENT (SLA)

SEVERITY	RESPONSE TIME & PROGRESS UPDATES	METHOD OF CONTACT	RESOLUTION
1	Response within 30 minutes. Hourly progress updates	Contact by phone from a dedicated case agent	From the moment you contact us, Tech Support begins working to identify and resolve the "root cause" of the problem.
2	Response within 30 minutes. Hourly progress updates	Contact by phone from a dedicated case agent	From the moment you contact us, Tech Support begins working to identify and resolve the "root cause" of the problem.
3	Response within 1 business day. Daily progress updates	Contact by phone	From the moment you contact us, Tech Support begins working to identify and resolve the "root cause" of the problem.
4	Response within 2 business days. Daily progress updates	Contact via e-mail	From the moment you contact us, Tech Support begins working to identify "root cause" of the problem.
5	Response within 3 business days	Contact via e-mail	According to the availability of the technical team.



Let us configure a RAAD Solution to turn your IT team into an army!
Learn more at www.raad.solutions

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