



SOVERAIN

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Soverain Services Guide

Customer Support, Training & Consulting Services

June 2008



Contact Information

Soverain Software is committed to providing the highest levels of service and support. Our goal is to offer our customers complete security and the ability to grow as their e-commerce strategy and business needs evolve. Soverain's technical support serves the ongoing needs of Transact customers and partners with superior levels of customer support, services, and training.

Soverain offers a full range of services that enable businesses to capitalize on their Transact investment. Deep e-commerce expertise and innovative thinking help our customers maximize their opportunities.

For more information on Soverain's services offerings, please contact us at support@soverain.com.

Customer Support

Technical support professionals can assist Transact customers with troubleshooting technical problems. Customers who have a password can log-in to the Transact technical support knowledge base, submit and track problem reports online, and access self-help product documentation and information.

All Soverain Transact customers receive what was previously considered “Premium Support” by divine/OpenMarket. To optimize support for our customers, Soverain’s Level 1&2 support team and the Level 3 engineering team are co-located. All support interaction is managed and monitored by Soverain’s Vice President of Technology.

Support Schedule

Support for Transact core functionality is provided as follows:

All Severity Levels

Monday through Friday

8:00 a.m. – 5:00 p.m. U.S. Central Standard Time

8:00 a.m. – 5:00 p.m. Central European Time

Phone: 866.665.8841

Email: support@soverain.com

Severity 1 Issues

During business hours as shown above plus after hours and weekends at:

Phone: +011 (91) 98 492 70256

Email: support@soverain.com

How to Contact Support

Customers can reach Transact support in the following ways:

- **Email:** support@soverain.com
- **Phone:** **866.665.8841**
- **Use WebTrack, a Web-based collaboration tool for defect tracking and issue management. Please email us at support@soverain.com for a user id and password.**

Support Severity Levels

Issue criticality is defined as follows:

- **Severity 1 – Critical**
Production “down” situation which can't be circumvented. Substantially impairs the performance of the Transact Product and critical to the customer's business.
- **Severity 2 – Serious**
The Transact product has an issue or error that can't be reasonably circumvented and which substantially impairs the performance of one or more portions or features of the Transact Product required by the customer to perform necessary business functions.
- **Severity 3 – Medium**
The Transact product suffers a medium to low impact issue or error (which is not Severity 1 or 2) which impairs the use of the feature(s) of the Transact product. The issue or error can be reasonably circumvented.
- **Severity 4 – Minor**
The Transact product does not incur an error; customer has a general inquiry regarding the standard use of the product.

Support Response Times

Severity	Initial Response	Follow-up Frequency	Fix
Critical	1 hour	Continuous	As Needed
Serious	4 business hours	Daily	As Needed
Medium	8 business hours	Weekly	None
Minor	1 business day	Weekly	None

Support Tools

Soverain's technical support plays a critical role in the evolution and maintenance of the Transact solution by ensuring optimal functionality, integrity, and performance. Access to product documentation, the online knowledge base, and the web-based problem logging and tracking tool are available to current customers through a password-protected interface.

Product Documentation

Soverain provides complete online documentation for all Transact functionality. Transact's online documentation center provides a powerful online interface for:

- Finding technical information on a particular product version
- Helping customers plan, install, configure, use, tune, monitor, troubleshoot, and maintain Transact and its components (such as SecureLink)
- Providing reference material such as product commands, parameters, and system values

For example, Transact 6.0 documentation includes the following manuals both online and in pdf format: Upgrade, Installation, Administration, customization, Database Schema, Store Configuration, Store Management, Multi-Country VAT Configuration, Subscriptions, and Release Notes. Similar documentation is available for each product release.

Online Knowledge Base

The KnowledgeBase lets customers search support records for specific information and solutions to their problems. It contains answers to some of the most common support questions. It has information about all Transact functions and components and was developed to help customers resolve product issues. It is constantly updated, expanded, and refined to ensure that Transact customers have access to the latest information.

The KnowledgeBase consists of legacy Transact cases and specific case resolutions. Customers can research the legacy cases to get further insight into existing questions and/or any issues.

Customers can use the KnowledgeBase to quickly review cases similar to any they might want to log, to increase their knowledge about Transact, and to understand how problems and/or issues have been previously resolved.

Support Tools (continued)

Web-based Problem Logging and Tracking Tool

WebTrack is a web-based collaboration tool for defect tracking and issue management. WebTrack can be used for adding, editing and searching cases, as well as changing the status of a case and starting a discussion on a case.

WebTrack features include:

- Controlled access to support personnel and customers. Customers can view/edit only cases related to their company.
- Email notifications to Support/Engineering team when cases are added, assigned to (customers or support) or severity is modified.
- Independent Audit History for all changes in each case.
- Supports addition/removal of file attachments.
- Unlimited number of user IDs for each organization.

Other Support Benefits

Other support benefits include:

- Customers receive unlimited case logging.
- Customers can name up to three employees to access Level 1&2 support.
- Customers have after hours access to support engineers for Severity 1 issues

Soverain's premium support helps customers reduce the time, effort, and cost of operating their Transact systems. Transact engineering experts can help customers optimize their systems for availability and performance. Our commitment to product support secures our customers' e-commerce systems, helping them fully benefit from product enhancements and verifying that their systems are always up-to-date, secure, and operating at peak performance.

Training

Training is an integral part in implementing a new product and educating new staff about legacy systems. Soverain offers training that can be customized to customers' business needs and levels of staff expertise. Our product experts teach customers about Transact, enabling them to get the most out of their investment.

Soverain offers Administrator and Developer training. The following is a brief outline of topics discussed in each training module. For more information on Soverain's training, please contact us at support@soverain.com.

Administrator Training

Customers can learn to fully administer Transact to get the most out of their investment. Administrator training topics include:

- Security
- Setting up email accounts
- The Transact Management Console
- Payment Subsystem
- Tax Subsystem
- Log Files
- Accounts
- Operations
- Database
- File System
- Registry
- Subscription Billing
- Micro-transaction Billing
- Installing a development and production system
- Going live

Additional administrator training is available on Store Configuration, Store Management, Multi-County VAT configuration, ISO-8583 Implementation and Subscriptions (Offers, Control Lists, Authentication, Billing, Canceling and crediting subscriptions).

Developer Training

Developers will also learn about the Database Schema including the directory subsystem, micro-transaction subsystem, order subsystem, invoice subsystem, payment subsystem, store subsystem, and subscriptions subsystem. Developer training can also include any topics covered in the Administrator Training module.

Consulting Services

Soverain can help maximize our customers' investments with customized services provided by skilled e-commerce consultants. Our expert engineers ensure that our customers' e-commerce strategies are a success whether they involve a new e-commerce implementation or legacy system integration and enhancements. Soverain will improve and extend upon our customers' technology - extending the lives of our customers' IT investments and improving their investment returns.

Soverain engineers help our customers shorten development cycles and speed time to implementation. Working with Soverain engineers, customers can leverage best practices gleaned from real-world deployments, as well as benefit from up-to-the-minute training on new products and features.

Partnering with Soverain provides our customers with automated e-commerce services and support, allowing our customers to focus on what they do best - communicating with their customers.

For more information on Soverain's consulting services, please contact us at support@soverain.com.