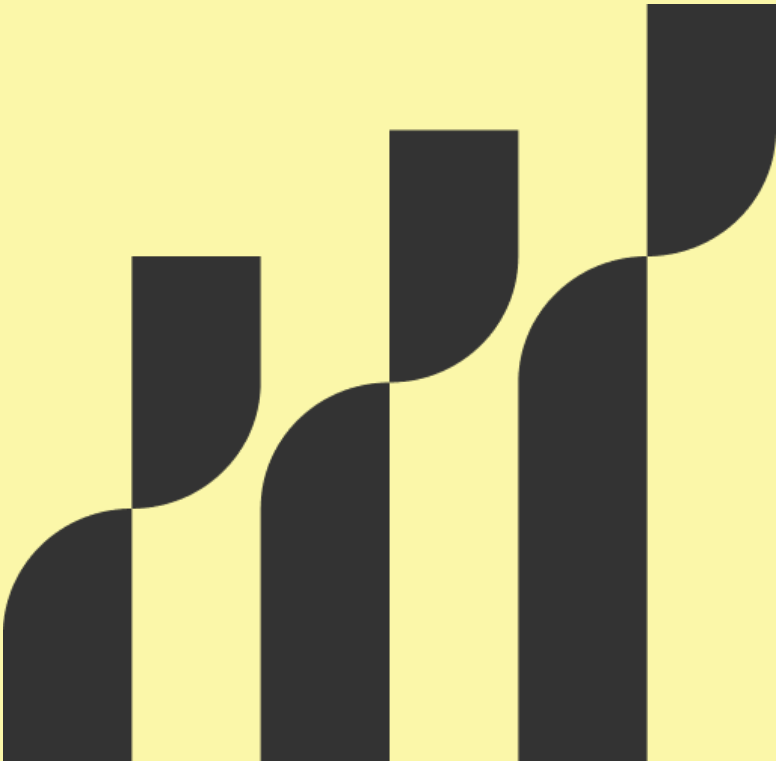
Maintmaster Customer Support

Overview



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Our Purpose

Through dedication in creating value, we empower our customers to succeed.

Purpose of this document

This document provides an overview of Maintmaster Customer Support and describes key definitions, organization, processes and procedures.

This document describes Maintmaster Customer Support Services and ways of working. It is a legally non-binding document and does not replace any terms stipulated in the contract between Maintmaster and the Customer.

This document details the support provided for Maintmaster customers only.

Language

Unless otherwise stated in your support agreement, English is the default language for support tickets. Maintaining English in written communication enables smooth escalations and collaboration across teams, which supports efficient resolution times.

Maintmaster Services

We design our products to be intuitive, configurable and scalable. Our objective is to ensure customers receive maximum operational value from their Maintmaster solution.

As a Maintmaster customer, you have access to:

Professional Services	Support with configuration changes, extended training, intergration requests or service adjustments can be arranged through Professional Services.
Technical Support	Technical Support is available in three levels. Content and processes related to these levels are described in this document.
User support	User Support is available in one level. Content and processes related to these levels are described in this document.

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Customer Resources

We recommend bookmarking the following resources:

Support Portal

(https://support.maintmaster.com/tickets-view)

Submit a ticket to our support team in the portal. In the portal you can follow status on each ticket as they are updated regularly.

Status page

(https://status.maintmaster.com/)

The Status Page is a tool available to the customers where they can see if there are any upgrade events, or incidents with the Maintmaster Infrastructure that may affect their cloud.

Support page

(https://maintmaster.com/support)

Provides access to technical documentation, release notes, system environment access, and a knowledge base that includes guides and instructional materials.

System portal

(https://portal.maintmaster.com/)

The system portal allows you to view your systems and, for certain products, create a sandbox environment.

Academy

(https://maintmaster.com/academy)

The Academy offers digital education courses through structured online training programs for users and administrators, as well as live and recorded webinars covering new features, best practices, and system usage.

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Maintmaster Support Overview

Organization

Maintmaster Customer Support consists of support professionals and technical specialists working closely with development when escalation is required.

Business Hours — Support Service Hours

Support is available:
Monday–Friday 08:00–17:00 (CET)
(Response times are calculated within these hours.)
24/7 operational support to keep all Cloud Services online.

1st Line Support

Responsible for:

- Logging
- Classification
- Prioritization
- Initial diagnosis
- Resolution where possible

2nd Line Support

Handles:

- Deeper product investigations
- Configuration analysis
- Technical troubleshooting

3rd Line Support

Escalation to:

- Development
- Product specialists

We reserve the right to change the support contact when escalating a ticket to second- or third-line support.

Support Ticket Resolution and Continuous Improvements

During the support process, customers receive automatic notifications regarding:

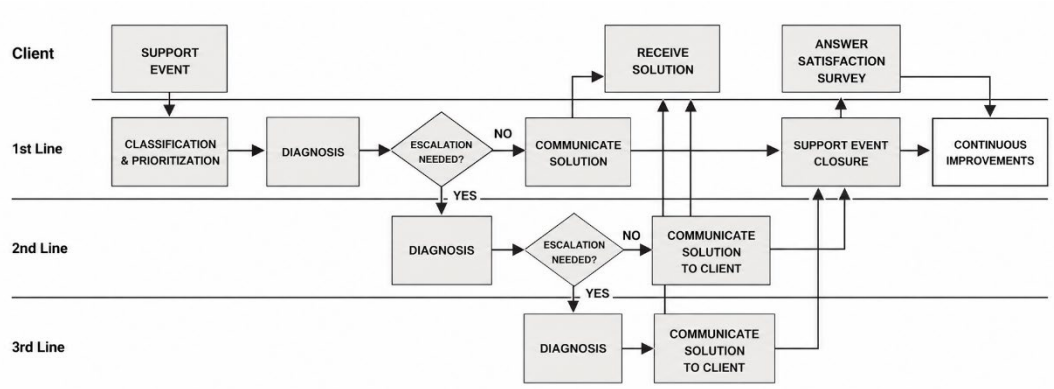
- Status updates
- Escalations
- Requests for additional information

When a solution is provided, the customer is notified through the Support Portal.

Tickets are closed when:

- The customer confirms resolution, or
- No response is received within 5 working days

After ticket closure, a satisfaction survey is sent
Feedback is reviewed internally to drive continuous improvements.



How to Start Using Maintmaster Customer Support

At the end of implementation, the customer is introduced to Maintmaster Support during handover.

From go-live onward, support-related matters are handled via Maintmaster Support.

To use support services, the customer must:

- Provide a Support Contact List
- Activate user accounts in the Support Portal

The Support Contact List

A list of named Support Users should be provided.
Changes to this list must be communicated to Maintmaster Support.

Hardware

Maintmaster supports only current and up-to-date hardware that meets modern system requirements. It is the customer's responsibility to ensure that all hardware used with Maintmaster is properly maintained, updated, and compatible with supported standards. Devices running outdated operating systems, firmware, or hardware components may result in degraded performance, connectivity errors or limited functionality, and such issues are not covered by standard support. To ensure optimal performance and full support coverage, customers are expected to keep their hardware environment aligned with the latest recommended specifications.

Support Portal

The Support Portal is the primary tool for support services.

Access here:
(https://support.maintmaster.com/tickets-view)

The portal is used for:

- Submitting new tickets
- Updating open tickets
- Checking ticket status and history
- Exporting ticket lists

Ticket Description / Information Exchange

To ensure efficient handling, include:

- Please provide a detailed description of the issue, including the steps taken prior to when the issue occurred.
- Confirm whether this has been reported previously and, if so, include the earlier ticket number.
- If applicable: Specify the number of users impacted and describe the business impact.
- Attach screenshots clearly showing the issue.
- Include URL or system key to your Maintmaster environment

Clear and complete information supports accurate prioritization and faster resolution.

Ticket Types

User Support	Questions regarding: • System usage • Configuration • Best practices • Guidance
Technical Support	Used when: • Unexpected behaviour is identified
System Error	Used when: • Functionality does not work as designed
Feature Proposal	Used when: • A customer propose product changes • New functionality is suggested
Integration Request	Used when: • Changing integration setup • A request for an integration project through Professional Services.
Service Request	Used when: • Advice from our Professional service team • Configuration changes

System Error Process

System Error requests are:

1. Logged by Support
2. Forwarded to the Development Team
3. Evaluated and prioritized internally

- If the system error is critical or a good work around is available, the original support ticket is set to **Open – Waiting for Internal** after it has been submitted to Development.
- If the system error is not critical and does not require an immediate fix, the original support ticket is set to **Closed – Waiting for Development** after it has been submitted to Development.

If implemented:

- If the issue is implemented, the customer is informed through the Release Notes page for the relevant product.

Feature Proposal Process

Feature proposals are:

1. Logged by Support
2. Forwarded to Product Management
3. Evaluated and prioritized internally

- The original support ticket is set to **Closed – Waiting for Development** after it has been submitted to Product Management.

If implemented:

- The customer is informed via the Release Notes page for the relevant product.

Billable and Non–Billable Work

User Support and Technical Support are included within the subscription.

Integration Request and Service Request from our Professional Services team engagements may be billable depending on agreement.

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Ticket Priority

Priority reflects business impact.

Priority	Definition	Examples
URGENT	The Cloud Service has significantly reduced functionality which prevents the utilization of the Cloud Service as a whole. The reduced functionality is critical to Customer's business, and no workaround is available.	– The production system is completely down
HIGH	The Cloud Service has significantly reduced functionality which does not affect the Cloud Service as a whole. The reduced functionality is critical to Customer's business and there is no acceptable workaround available.	– A key feature is not working – Many users are affected – No reasonable workaround exists – Stopping customer to move forward
MEDIUM	The Cloud Service has reduced functionality which does not impact wider core functionality, and a workaround is available.	– A non-critical feature is not working – A limited number of users are affected – A workaround exists
LOW	Minor defects or remarks from Customer suggesting changes in the Cloud Service in order to improve usability, to correct insignificant faults (i.e. minor faults not significantly affecting the daily use of the Cloud Service).	– How to – Feature proposal – Integration request – Small usability problem

Ticket Escalation

If ticket handling does not meet expectations, the ticket may be escalated to Support Management.

At each escalation stage:

- The ticket is reviewed
- Communication history is evaluated
- Ongoing investigations are assessed

Maintmaster continuously improves its support processes based on customer feedback.