

AutomWorx Extended Support Datasheet

Our Consultants have over fifteen years of Automic software implementation experience

Maximize your Automic investment by understanding and leveraging more product capabilities – especially with *Automic Workload*

We develop custom solutions including proprietary migration utilities

AutomWorx is a software reseller and offers licenses & maintenance

Snapshot – Who is AutomWorx?

- AutomWorx is an independent consulting company staffed with a team of highly experienced solution architects, consultants, and project managers with over fifteen years of experience working with Automic software for customers globally. We are here to assist you with all of your Automic needs – whether that involves new licensing, installation, upgrades, migrations, product training or Extended Support.

Snapshot - What is Extended Support?

- Are you in need of responsive and proficient technical assistance on Automic software how-to's, technical recommendations and assistance in case you run into issues?
- Are you running an unsupported version of Automic and need reassurance in the event of a failure, or simply require time to help you prepare for your upgrade to a supported version?
- AutomWorx Extended Support is available to assist you by phone, over email and via commercially standard web meeting applications.
- You choose your Extended Support term! AutomWorx offers month-to-month, quarterly, semi-annual, and annual subscription plans. We'll work with you to choose a plan, preferred communication channels, and targeted SLA's.
- AutomWorx personnel are highly proficient in Automic OneAutomation, AppWorx, UC4, and various agents as well as Banner, Informatica, Oracle E-Business, Oracle CC&B, Oracle PeopleSoft, Oracle JD Edwards, Oracle Retail, SAP, including the operating systems, database management systems & third-party utilities required to sustain your Automic environments.
- Receive a complimentary environmental assessment once you initiate your Extended Support plan with AutomWorx to document your non-production and production environments, software versions, and other configuration settings.
- We provide an **Extended Support Account Manager** to each Customer on our Extended Support Services plan. Your Extended Support Account Manager is a proactive resource that understands your environment and establishes a meeting cadence with you to keep an open line of communication.
- AutomWorx offers **flexible Extended Support term and pricing plans** – contact us at info@automworx.com or (833) 568-7054 and schedule a convenient time to speak with an Account Executive **AND** technical resource.

Service Level Agreement (SLA's)

- The following table outlines standard* AutomWorx Extended Support guidelines, communication channel, and response time SLA's:

Issue Categorization	Description	Business Hours	Communication	Response Time SLA's
Severity 1: Critical Business Impact Production Down	Production environment failure production-specific assistance	24x7 Anytime Support	Dedicated phone line	Within 2 hours
Severity 2: Moderate Business Impact Challenging & Disruptive Issues	Non-production environment system failure other disruptions or obstacles in non-production	9am to 6pm (Eastern), Monday to Friday, except public holidays	Email	Within 1 business day
Severity 3: Minor Business Impact Non-Urgent Informational Requests	How-to's minor troubleshooting technical advisory & guidance	9am to 6pm (Eastern) Monday to Friday, excluding public holidays	Email	Within 1-2 business days

**You can customize Extended Support plan SLA's and terms to meet your specific business needs*

- In the event of a **Severity 1** Production Down occurrence, AutomWorx will respond to your request within two hours by phone. AutomWorx senior personnel will assist you as best as possible to troubleshoot the issue and provide a quick resolution.
 - You will be provided with a dedicated phone number to reach AutomWorx if you experience a Production Down scenario.
- Severity 2** requests are disruptive events or obstacles that you may encounter in a non-production environment. You will receive an email response from AutomWorx within one business day. From there, we'll help drive the troubleshooting process, provide technical guidance and apply workarounds (as applicable).
- Severity 3** requests are of a non-urgent nature, such as a product or feature-related how-to. AutomWorx will respond to your initial request within one to two business days for non-production, non-disruptive requests via email.
- AutomWorx will provide you with guidance on issues that you report. Depending on the nature, urgency and technical scope of each request, we will establish a go-forward plan of action, your communication preference and indicate primary points-of contact.
- AutomWorx Extended Support is a customizable subscription plan for you to confidently manage your AutomWorx AppWorx or Automation non-production and production environments.

We empower your AutomWorx users and administrators to become AutomWorx experts

- Confidently manage your AutomWorx environments on a go-forward basis

- Work with a responsive Contracts department – and avoid paperwork blackholes

- We offer flexible onsite and remote consulting options

- Work with a dedicated AutomWorx Account Executive and consultant to scope your projects

Meet with your Extended Support Account Manager regularly to maximize your Extended Support experience

Get to know what other customers are saying about their experience with AutomWorx

Work with a team that is knowledgeable, flexible and responsive – we can help you meet your Automic business needs

Thank you!

The Fine Print

- AutomWorx does not release Automic software product fixes or patches. We will assist you with isolating issues, documenting the steps to replicate, identifying and applying workarounds, and applying hotfixes from the Automic software vendor - if applicable.
- As part of your Extended Support agreement, you will be responsible for possessing a recent database and server backup in the event a system restoration is necessary.
- Some activities, such as full installations or migrations, may require targeted project scoping and a separate Statement of Work beyond Extended Support.

For Your Reference – Automic Software Product Support End Dates

We provided a table below with the latest published information on product versions and end-of-support dates for your reference. AutomWorx Extended Support is available to provide you with the expertise – and time - to upgrade.

AppWorx (formerly known as Applications Manager)

Product	Release Date	End of Maintenance	End of Product Support
Applications Manager v9.3	2019-03-21	2022-03-31	2023-03-31
Applications Manager v9.2	2017-07-27	2020-07-31	2021-07-31
Applications Manager v9.1	2016-01-15	2019-03-31	2020-03-31

Automic OneAutomation (formerly known as UC4/Operations Manager, Workload Automation or AWA)

Product	Release Date	End of Maintenance	End of Product Support
Automic Workload v12.3	2019-07-18	2022-06-30	2023-06-30
Automic Workload v12.2	2018-06-29	2021-06-19	2022-06-19
Automic Workload v12.1	2017-09-29	2020-09-29	2021-09-29
Automic Workload v12.0	2016-09-30	2019-09-30	2020-09-30
Automic Workload v11.2	2015-10-30	2018-10-31	2019-10-31

We look forward to hearing from you!

-The AutomWorx Consulting team

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