



AutomWorx

Extended Support

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.

Key Benefits

- Confidently manage your Automic 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 project-specific needs of your organization.



What Is Extended Support?

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 C2M/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.
- 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?

Service Level Agreements (SLAs)

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

Issue Categorization	Description	Business Hours	Communication	Response Time SLAs
<i>Severity 1: Critical Business Impact Production Down</i>	Production environment failure production- specific assistance	24x7 Anytime Support	Dedicated phone line	Within 2 hours
<i>Severity 2: Moderate Business Impact Challenging & Disruptive Issues</i>	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
<i>Severity 3: Minor Business Impact Non-Urgent Informational Requests</i>	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 Automic AppWorx or Automic non-production and production environments.

Terms and Information

AutomWorx does not release Automic software product fixes or patches. We assist you with isolating issues, documenting the steps to replicate, identifying and applying workarounds, and applying hotfixes from the

Automatic software vendor when applicable.

As part of your Extended Support agreement, you are 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 – Automatic 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.

Version Name	Release Date	End of Maintenance	End of Support
Continuous Delivery Automation 24 Automatic Automation 24 Automatic Automation Kubernetes Edition 24	2/15/2024	2/15/2029	2/15/2029
Automation Analytics & Intelligence 6.5	9/28/2023	TBA	TBA
Applications Manager 9.5	8/1/2023	8/29/2026	8/29/2027
Dollar Universe Automation Solution 7.00	3/31/2022	3/31/2026	3/21/2027
Applications Manager 9.4	10/29/2021	10/29/2024	10/29/2025
Continuous Delivery Automation 21.0 Automatic Automation 21.0 Automatic Automation Kubernetes Edition 21.0	9/30/2021	9/30/2025	9/30/2025
Dollar Universe Automation Solution 6.10	5/29/2019	3/31/2024	3/31/2026

Product Lifecycles

At any time, you may visit Broadcom’s Automatic Product Support Lifecycle for the most up to date information.

<https://downloads.automic.com/downloads/product-support-lifecycle>

Service Offerings

- Service Offerings
- Architecture & Design
- Assessment and Health Check
- Implementation
- Migration and Data Conversion
- Policy Development
- Pre-sales & POC
- Training & Education
- Transformation Services

About AutomWorx

AutomWorx specializes in helping organizations get the most out of workload automation investments. Automation and application integration is our passion, and it’s the sole focus of our practice. How can we help you?

Contact



Phone
800.420.6176



Web
www.automworx.com



Email
info@automworx.com



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