

Hitachi ID Systems Technical Support Policy

1. “You and Your” refers to your company;
2. “Software Product” means the licensed Hitachi ID Systems *Hitachi ID Identity and Access Management Suite* program (including but not limited to *Hitachi ID Identity Manager*, *Hitachi ID Password Manager*, *Hitachi ID Privileged Access Manager* and any components thereof);
3. “Custom Program” means an additional program written by You, by Hitachi ID Systems or by a third party, which modifies or extends the behaviour of the Software Product. Most commonly these are invoked as plug-in programs.
4. “Custom Binary” means an executable file that has been built by Hitachi ID Systems whose source code differs from that in the generally available product version.
5. “Documentation” means any documentation Hitachi ID Systems provides You that is related to the Software Product, including but not limited to technical manuals;
6. “Licensed Software” consists of:
 - (a) The Software Product.
 - (b) Any Custom Program provided by Hitachi ID Systems to You.
 - (c) Any Custom Binary provided by Hitachi ID Systems to You.
 - (d) Documentation.
7. “Agreement” refers to your End User License Agreement;
8. “Maintenance Contract” refers to a contract between Hitachi ID Systems and You governing upgrades and technical support of Software Product.

1 Overview

1.1 Software Products

Unless otherwise stated, this Technical Support Policy applies to any and all technical support that is provided for all *Hitachi ID Identity and Access Management Suite* Software Products. This includes but is not limited to:

1. *Hitachi ID Password Manager*
2. *Hitachi ID Privileged Access Manager*
3. *Hitachi ID Identity Manager*
4. *Hitachi ID Group Manager*

1.2 Maintenance Contract

Technical support for currently supported versions of the Software Products is only available upon the purchase of a Maintenance Contract from Hitachi ID Systems, as outlined in the Agreement. This contract is mandatory for the first year upon initial purchase of each Software Product and strongly recommended annually thereafter.

Hitachi ID Systems is not obliged to provide any support services to You in the absence of a current and paid-up Maintenance Contract between You and Hitachi ID Systems. In the event that a Maintenance Contract is not in place, Your Hitachi ID Systems account manager will be able to provide You with assistance in renewing Your Maintenance Contract.

1.3 Reporting and Reproducing Issues

This Technical Support Policy and Hitachi ID Systems's Service Level Agreements are valid only for issues reported by You directly to Hitachi ID Systems and that are demonstrable and, in order of declining preference, reproducible on:

1. An unaltered Software Product, or
2. A configuration of Software Product which may include Custom Binaries, or
3. A configuration of Software Product which may include Custom Programs produced by Hitachi ID Systems or by an authorized systems integrator.

The issue must be reproducible on a supported server configuration, which includes Hitachi ID Systems-supported operating system and database versions as defined within the product manuals.

Hitachi ID Systems will make a best effort to assist You in resolving any issues You report, which either affect the performance of Hitachi ID Systems products or which affect other systems or applications used by You and are suspected to be caused by Hitachi ID Systems products.

1.4 IT Outsourcers / Managed Service Providers

In the event that a third party licensed the Hitachi ID Systems Software Product on Your behalf, for example as a part of an IT outsourcing contract between You and a third party, and You do not have a Maintenance Contract with Hitachi ID Systems, Hitachi ID Systems will not be obliged to provide any support services directly to You.

In this situation, Hitachi ID Systems will provide support services to the third party, assuming that third party purchased the Hitachi ID Systems Software Product directly from Hitachi ID Systems and has a current Maintenance Contract. Also in this situation, Hitachi ID Systems may, at its sole discretion, extend support services directly to You.

1.5 Amendments

This Technical Support Policy is subject to amendment from time to time, at Hitachi ID Systems's sole discretion. Any new versions of this support policy will take effect only after they have been delivered to You in electronic or printed form.

2 Scope of Coverage

Technical support is only available for the following items where You have a valid Maintenance Contract and the Software Product version is supported:

1. Software Product binaries provided by Hitachi ID Systems to You.
2. Custom Binaries provided by Hitachi ID Systems to You.
3. Unaltered Custom Programs provided by Hitachi ID Systems to You.

In scenarios other than those defined above (stock binaries, custom binaries and scripts), Hitachi ID Systems may recommend that You engage Hitachi ID Systems or an authorized systems integration partner in a professional services project to implement the required changes.

In all other scenarios, Hitachi ID Systems will:

- Make a best effort to assist You,
- Instruct You in how best to resolve the issue on Your own.

3 Your Obligations

To enable resolution within the time periods outlined in [Section 8](#) on [Page 5](#), issues reported to the Hitachi ID Systems technical support team must:

1. Specify the product and version involved.
2. Include a detailed list of steps needed to reproduce the issue.
3. Be reproducible by Hitachi ID Systems support staff.
4. Include relevant and Hitachi ID Systems-requested log files.
5. Be visible to Hitachi ID Systems support staff using a remote control technology, if this is deemed necessary by Hitachi ID Systems support staff.

If the above are not possible then support will still be provided but Hitachi ID Systems will not be bound by the terms of the SLA.

4 Support Period

For any given release of a Software Product, the Service Level Agreement (SLA) set forth in [Section 8](#) on [Page 5](#) is applicable starting on the release date of that version of the Software Product and until 24 months after the release date of the subsequent version of the same Software Product.

After this period expires, limited support for a Software Product may be continued at Hitachi ID Systems's sole discretion and is no longer subject to the same SLA.

For example, if *Hitachi ID Password Manager* 6.4.2 is released on July 2, 2008, the previous version (6.4.1) is supported until (and including) July 1, 2010 as defined in the SLA.

The release dates of software versions are available on the Hitachi ID Systems web site:

[Support for Older Releases](#)

5 Software Product Upgrades

You are eligible to receive Software Product upgrades for no extra charge while You have a current Maintenance Contract. You are encouraged to take advantage of this and perform a version upgrade every twelve (12) to twenty-four (24) months.

It should be noted that access to new Software Product versions does not imply no-cost upgrade services. Professional Services may be required to implement an upgrade and these are purchased separately.

6 Emergency Support Option

An emergency support option is available for an additional fee. This option entitles You to assistance twenty-four (24) hours per day, seven (7) days/week in the event of an emergency problem.

Emergency problems are those issues that are actively stopping the Software Product from functioning in Your production environment or cases where Software Product is suspected by You of causing another part of your production environment to fail.

Emergency problems exclude problems experienced on non-production systems.

If You have purchased the emergency support option, when You call the emergency response line after regular Hitachi ID Systems office hours, an automated attendant will forward Your call to a voice mailbox. You must leave a message on this mailbox with a description of the emergency issue and Your contact information.

The emergency support mailbox will send an alarm to a designated Hitachi ID Systems technical support person who will call You back.

The response time to begin working on emergency problems may be up to a maximum of four hours, depending on severity, as outlined in the SLA in [Section 8](#) on [Page 5](#).

7 Support Contact Information

To contact technical support, please use the following phone number or e-mail address:

Type	Details	When to use	When Hitachi ID Systems will respond
E-Mail	support@Hitachi-ID.com	24x7	3:00-20:00 ET
Phone	1.403.233.0740 1 (English), 2 (support)	3:00-20:00 ET	3:00-20:00 ET

8 Service Level Agreement

Hitachi ID Systems offers a single, uniform technical support service level to all customers. Service level depends on incident priority, as defined in the following table:

Hitachi ID Systems offers a single, uniform technical support service level to all customers. Service level depends on incident priority, as described below:

Technical Support Incident Response Times:

Priority	Description	Response time	Resolution begins	Estimated completion	Availability
1 (Show-Stopper)	Hitachi ID Systems product error condition suspected of causing damage to a production system or application.	Immediate	Immediate	4 hours	(a), (b)
2 (Critical)	A production installation of a Hitachi ID Systems product has ceased working.	1 hour	1 hour	6 hours	(a), (b)
3 (Major)	Failure to activate a new feature in a production installation of a Hitachi ID Systems product, after having implemented the same feature successfully in a development or test environment.	4 hours	4 hours	8 hours	(a)
4 (Normal)	A non-production installation of a Hitachi ID Systems product has stopped working.	4 hours	4 hours	12 hours	(a)
5 (Minor)	Hitachi ID Systems customer requires assistance with activating a new feature in a non-production installation of a Hitachi ID Systems product.	4 hours	8 hours	12 hours or more, depending on feature complexity	(a)

Availability notes:

- (a) This coverage is available to all customers during normal business hours.
- (b) This service is also available during non-business hours on a 7x24 basis **only for customers who have contracted for Emergency Coverage, at extra cost.** If an emergency incident arises outside normal Hitachi ID Systems business hours, the customer must dial a special emergency access code on the Hitachi ID Systems phone system, which will cause an automated system to call a designated Hitachi ID Systems support technician. The Hitachi ID Systems support technician will call the customer back within 30 minutes.

For SLAs to apply, the following conditions must be met:

1. All changes to Software Product and/or to its runtime environment must first be applied to and tested in a non-production environment, before being migrated to production.
2. Scheduled changes to Software Product in the customer production environment must take place during Hitachi ID Systems regular support hours, and/or during a change window previously agreed to by customer and Hitachi ID Systems.

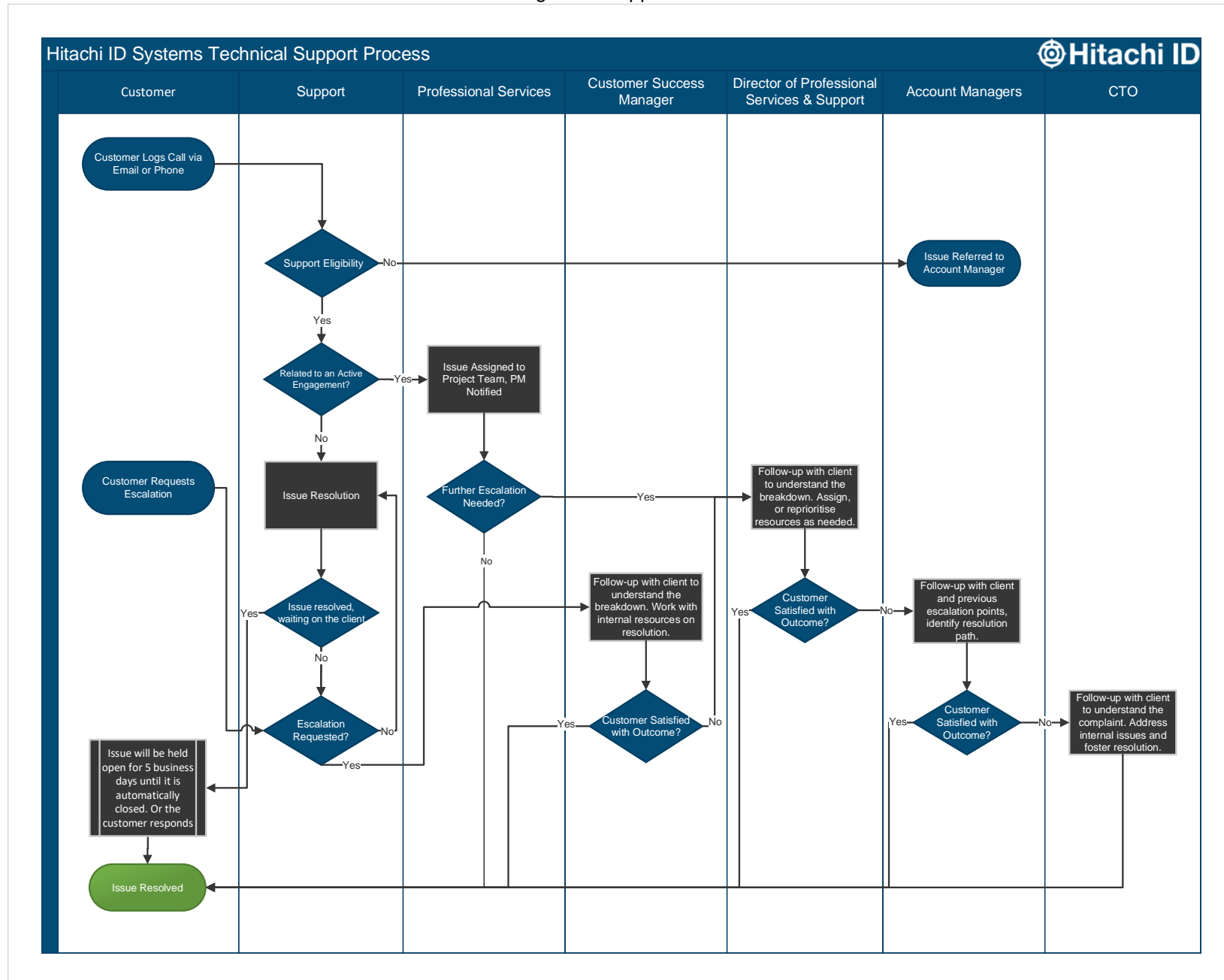
9 Support Escalations

In the event that escalation is required on a services implementation task or support issue, customers are requested to escalate as follows:

1. First, attempt to resolve the issue with the support technician assigned to the incident or solution architect assigned to the task. Be clear about any concerns you may have about proposed solutions or the support or services process.
2. If the issue relates to an ongoing professional services engagement, please keep the Hitachi ID Systems project manager apprised throughout and escalate to the project manager if progress is unsatisfactory.
3. If the issue relates to a support ticket, please reach out to support_escalation@Hitachi-ID.com with the ticket number and a description of any concerns you may have and our customer success manager will work with you to define next steps for resolution of your concerns.
4. If a satisfactory conclusion is not reached on a timely basis, please contact the Services Director for both services and support concerns:
Bart Allan
Director, Professional Services
1.403.233.0740 ext 327
Bart_Allan@Hitachi-ID.com
5. If the issue still has not been resolved please reach out to your account manager.
6. If the issue has still not been resolved in a satisfactory manner, please contact Idan Shoham, Hitachi ID Systems CTO (idan@Hitachi-ID.com).

For further information refer to the Support Flowchart in [Figure 1](#).

Figure 1: Support Flow



10 Support Renewals

In order to ensure your continuous maintenance coverage, we require that customers provide a purchase order or invoicing authorization at least 30 days prior to the expiration of the current maintenance coverage. Renewals that are received less than 30 days prior to the expiration maintenance will result in an administration fee of 2.5%. If the maintenance renewal order is not received prior to the end of the current coverage, the maintenance will be considered expired and re-instatement is at the sole option of Hitachi ID Systems.

11 Customer Portal

A knowledge base, sample downloads and other material relevant to implementing and supporting Software Products are available on the Hitachi ID Systems customer portal at the following URL:

<https://portal.hitachi-id.net>

You should request a login ID and password on this portal from Your Hitachi ID Systems account manager.