



Support Services Guide

Customer Services Center

ecVision Limited

Jan 2011

TABLE OF CONTENTS

- 1 ecVision Customer Support Services..... 1
- 2 ecVision Support Programs 1
 - 2.1 Support Program Features Defined..... 2
 - 2.2 Contacting the ecVision Help Desk..... 2
 - 2.3 Service Priority 3
 - 2.4 Enhancement Request..... 3
 - 2.5 ecVision online support access 3
- 3 Escalation Procedure..... 4
- 4 Case Closure Policy 4
- 5 Policy Change 4
- Appendix A. ecVision Reseller Local Support List..... 5

1 ecVision Customer Support Services

The purpose of the **ecVision Customer Support Services Guide** is to communicate relevant information used by ecVision Support and to facilitate resolution of customer issues. This document is intended to enable a positive ecVision customer experience by providing insight into ecVision Customer Support.

ecVision shall provide customer support for operational problems that occur when using ecVision B2B service. ecVision Support Engineers will directly handle customer issues outlined in the following guide.

Our ecVision product solutions include:

- XpressCommerce server platform
- XpressChain client platform
- ecVision B2B service

Customer Support is provided only on the current major release and the preceding major release (including follow-on interim releases).

For a complete list of product, please visit our website www.ecvision.com

For support information <http://www.ecvision.com/SupportServices.aspx>

2 ecVision Support Programs

This section contains descriptions and important details regarding our support programs. If you have questions regarding these programs, please contact your local ecVision Support Center.

These support programs provide:

- Resolution of product behavior issues and questions of ecVision products running in ecVision certified configurations.
- Resolution of point questions about system administration, configuration, maintenance, feature and functionality usage.

On-site assistance for customizations or upgrades from one release to another releases are not included as part of the support coverage. This service is available through Professional Services at a consulting charge. Please contact your Sales Representative for details.

2.1 Support Program Features Defined

Email and Phone

Email and Phone access during specified business operating hours to qualified ecVision Customer Support Engineers for product behavior issues related to ecVision products. Cases submitted during off-hours are assigned to Customer Support Engineers on the next business day.

Authorized Technical Contacts

Designated named contacts, who have completed ecVision training or have equivalent experience in both the ecVision software administration and in your specific product configuration, to submit support cases.

Upgrades, Updates and Bug Fixes

This includes software releases, improvements, major, and minor releases for products that have a valid license and support maintenance agreement. The support agreement does not entitle the customer to any “New Product” introductions as defined by our Product Managers. Upgrade refers only to the ability to obtain the ecVision software.

2.2 Contacting the ecVision Help Desk

ecVision Help Desks are opened under different regions:

	AMERICAS SOUTH AMERICAS	HONG KONG CHINA	OTHER COUNTRIES: BANGLADESH , INDIA, INDONESIA, ITALY, MALAYSIA, PAKISTAN , SINGAPORE, SOUTH KOREA, SRI LANKA, TAIWAN, THAILAND, TURKEY
HOURS	9am – 5pm ET (MON ~ FRI)	9am – 6pm LOCAL (MON ~ FRI) 9am – 1pm (SAT)	9am – 5pm LOCAL (MON ~ FRI)
PHONE	1-732-582-3909	+852-2784-6562	Please refer to Appendix A
WEB	http://www.ecvision.com/Services/Customersupport/TechnicalSupportRequest.aspx		
E-MAIL	ussupport@ecvision.com	support@ecvision.com	Please refer to Appendix A
CLOSED	Closed on all Saturdays, Sundays and US public holidays	Closed on all Sundays and HK Public holiday on Saturdays, X’mas, New Year & Chinese Lunar New Year	Please refer to Appendix A

Voice mail is also available when the Help Desks are closed or the call taker is unavailable. All voice mail will be responded in 1 hour if the voice mail is taken in office hours or before 10:30 am in the next working day if the voice mail is taken after office hours.

During non-prime hours, hotline support is only available for client who has signed the contract with ecVision for extended services.

You will receive a reference Case ID number assigned by ecVision frontline support team once the inquiry is logged by our supported team. Please quote the Case ID number for any additional inquiry and correspondence related to the same issue for quick and easy reference.

There is dedicated international toll free for following regions:

China (toll free)	108001529001 (CN-CT), 1080088529001 (CN-CNC)
Taiwan (toll free)	0080 1 855 692
Singapore (toll free)	800 852 3491

2.3 Service Priority

Priority level will be assigned to each case id based on the impact to a customer's business. The priority is assigned as follows:-

Priority Rating	Assessment Criteria
Priority 1 (Critical impact)	Seriously impact a large number of customers' business and operations
Priority 2 (High impact)	Seriously impact to one or small group of customers' business and operations
Priority 3 (Moderate impact)	Problem can be temporarily fixed by workaround and operations can be run with an acceptable level of inconvenience
Priority 4 (Low impact)	Problem causes operation inconvenience but operation can be run without any problem

2.4 Enhancement Request

On some occasions, client may request system refinements, new capabilities, and new or changed requirements to ecVision B2B services. These Enhancement Requests may be submitted to ecVision's sales representatives for consideration. A professional fee will be charged.

2.5 ecVision online support access

Internet download site : <http://download.ecvision.com/login.php>

Technical support submission:

<http://www.ecvision.com/Services/Customersupport/TechnicalSupportRequest.aspx>

3 Escalation Procedure

ecVision normal escalation process includes evaluating the Severity level of the issue and offering the appropriate response and communication for our customer. Our goal is to solve issues as quickly as possible using all resources at our disposal.

In general, if you are not satisfied with a response from the support engineer staff, you may request that the issue be escalated to:

Mr. Charles Hei - Manager, Worldwide Customer Support
Email : charleshei@ecvision.com
Direct Phone# : +852 3101-2233

Once an issue has been escalated, ecVision support team will coordinate internal and customer resources in gathering pertinent data and research required to identify and to resolve the issue. ecVision expects our customers to provide adequate resources on requested data and assist in resolution of the issue. ecVision, at its sole discretion, may request to place personnel onsite to assist with resolution of an issue.

4 Case Closure Policy

ecVision is committed to resolving all inquiries in a timely and satisfactory manner. Understanding case closure is part of customer satisfaction.

4.1 Typical Case Closure

- Resolution has been provided and validated by customer
- Customer reports they are no longer experiencing the behavior and agree to close case
- An acceptable workaround has been provided

4.2 No Response Case

Support Engineers will make one email reply with one email resent and two attempts to contact a customer if receive no feedback from customer, during regular business hours. After our reply but customer has no response for 3 working days, the case will be closed and work will cease. Customers can call back and reopen a case to initiate further work.

5 Policy Change

ecVision in its sole discretion may change, amend or revise this policy at any time. Such changes or revisions will be deemed effective upon posting and updated Support Services Guide.

Appendix A. ecVision Reseller Local Support List

India reseller - Indus Infoways

Mon to Sat – 9am to 6:30pm India time

Email : ecvsupport@indusinfoways.com

Phone : +91-80-41369785

Region : India (Bangalore, Mumbai & New Delhi), Bangladesh, Pakistan

Indonesia reseller – NJD Supplies

Mon to Fri – 9am to 5pm; Sat 9am to 3pm Indonesia time

Email : support@njdsupplies.com

Phone : +62-21-60351211

Region : Indonesia

Italy Reseller - Aton Spa

Mon to Fri – 9am to 6pm Italy time

Email : helpdesk@aton.it

Phone : +39-0422618576

Region : Italy, Spain, France, England, Morocco, Portugal

Korea reseller – EI System

Mon to Fri – 9am to 6pm Seoul time

Email : hjkang@eimail.co.kr

Phone : +82-2-557-1357

Region : South Korea

Singapore reseller – Sato

Mon to Fri – 9am to 4:45pm Singapore time

Email: technical@satoasiapacific.com

Phone : +65-6273-6455

Region : Singapore, Malaysia

Srilanka Reseller – Automated Barcode Solution Ltd (ABSL)

Mon to Fri – 8:30am to 5pm; Sat 9am to 12:30pm LK time

Email : ecvsupport@automatedbarcode.com

Phone : + 94-11-2303577

Region : Srilanka

Taiwan reseller – Tranz

Mon to Fri – 9am to 5pm Taipei time

Email : support@tranztex.com

Phone : +886-2-3322-3470

Region : Taiwan

Thailand reseller – Sato Auto-ID (Thailand) Co., Ltd

Mon to Fri – 9am to 4:45pm Thailand time

Email: Praut@satothailand.co.th

Phone : +66-2736-4460 ext 136 / Fax +66-2736-4461

Region : Thailand

Turkey Reseller – Sertas
Mon to Fri – 9am to 6pm Turkey time
Email : yalcin@sertas.com.tr
Phone : +90-232-4625020
Region : Turkey