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Advantage Enterprise Support Guide

AccuRoute Advantage Enterprise Support

Advantage Enterprise Support customers can call with inquiries including how to use the product, enable features to meet specific requirements, report technical problems, and other related matters.

Technical Support

Technical support is available 24 hours a day, seven days a week. The response procedure will vary, depending on the time of the call.

8 AM - 8 PM EST: Live response or timely call back by a Dedicated Support Engineer. Calls originating after 5 PM EST may require a longer callback period, typically less than two hours.

8PM - 8 AM EST: A Dedicated Support Engineer will respond within two hours or less for all contracted customers on weekdays, weekends, and AccuRoute-designated holidays.

All reasonable efforts will be made to meet the estimated response times. Response times are estimated but are not guaranteed. Unlimited access to the AccuRoute Technical Support Center is provided for Advantage Enterprise Support customers and is available toll-free in the United States and Canada at 888-303-8098.

"Because of AccuRoute, a significant amount of our firm's active records are accessible from anywhere, which is a testament to how forward-thinking and digitization prepared us in ways we could not have imagined.

We couldn't have done it without your support, and we could not have been better prepared for the events of 2020 if we had a crystal ball to look into the future."

– Top 50 U.S. Legal Firm

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Electronic Support

Advantage Enterprise Support customers receive 24-hour access to the Upland AccuRoute Community at **https://community.uplandsoftware.com**, where they can:

- Review the Knowledge Base
- Obtain available software downloads
- Open and monitor support tickets
- Receive proactive Help Desk support
- Access emergency holiday and weekend support
- Contact a dedicated support representative 365 days a year, 24 hours a day

Geared toward customers with medium- to large-scale MIS services, the Dedicated Support Engineer maintains an ongoing proactive relationship with designated help desk administrators. The Dedicated Support Engineer will schedule conference calls for status updates and communicate important service notes and other topics in a timely manner.

Customers may submit technical support requests using the online form or by email. There is a two-business day response time for tickets opened in the Community and emails sent to **accuroute-support@ uplandsoftware.com**.

API and Developer Support

The Dedicated Support Engineer may also assist the Advantage Enterprise Support customer's integration efforts at the Application Programming Interface (API) level. Support is limited to the base licensed version functionality of the software.

Enterprise Deployment Support

The Dedicated Support Engineer can offer recommendations for phased installations and corporate-wide deployments. In addition, the Dedicated Support Engineer can help assess the need for AccuRoute Professional Services.

Please note: Advantage Enterprise Support does not include Installation and Consulting Services. If you would like more information regarding these services, please contact your Dedicated Support Engineer.
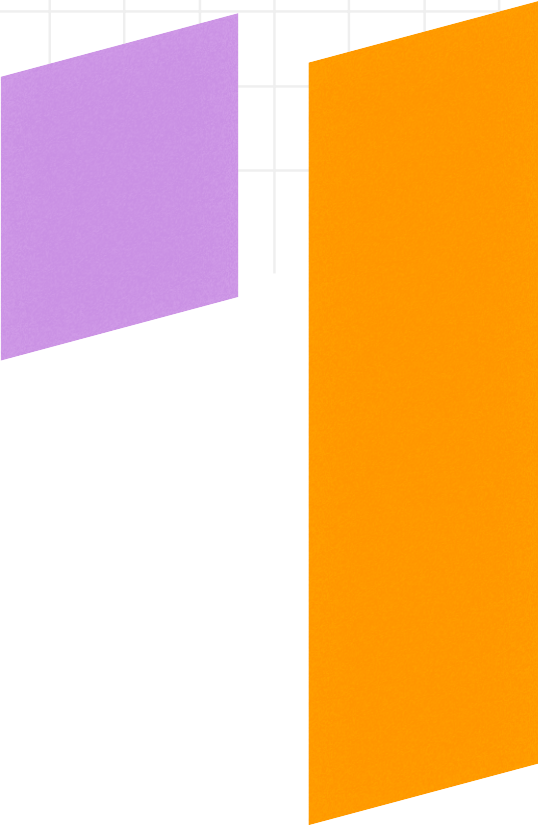
Priority Escalation to Engineering

Incidents that are determined by AccuRoute to need further engineering investigation will be escalated to the AccuRoute Development team. Engineering response times will vary according to the nature of the problem(s), with the highest priority given to those problems that are designated as P1 (systems down, unable to continue).

Software Maintenance Updates

Advantage Enterprise Support customers receive software maintenance releases inclusive with their support contract. Maintenance releases are only available to the Advantage Enterprise Support customer who has been under an active maintenance agreement 30 days prior to the shipment of a maintenance release.

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These intermediate releases contain many general and non-specific improvements to the code base developed through the normal course of software engineering. They may also include operational enhancements to existing core products, minor new features, and bug fixes. Maintenance releases are applied to the current version of software. They do not include software version upgrades that are sold, licensed, or otherwise marketed separately. Copies of documentation on either CD or print medium may be made available to an Advantage Enterprise Support customer upon request. AccuRoute will provide Support Services only on the current and immediately preceding version of the software.

Advanced Exchange

The original manufacturer warranty is passed through to the Advantage Enterprise Support customer. Advantage Enterprise Support customers may contact the manufacturer for warranty services after the one (1) year period. In addition, AccuRoute offers a service of advanced ship for an AccuRoute-supplied modem in exchange for an in-warranty defective modem. Advanced hardware exchange is available at no extra charge to Advantage Enterprise Support customers.

Advantage Enterprise Support customers also have the option of Return to Factory for repair/replacement. Advantage Enterprise Support customers will ship the defective modem to AccuRoute and AccuRoute will process the repair/replacement for them. Typical lead-time is 14 days. Any repair charges assessed to AccuRoute by the manufacturer, for any reason, will be billed to the Advantage Enterprise Support customer. Payment is required prior to return of the exchange/replacement.

The Advantage Enterprise Support customer also has the option of processing in-warranty exchange/repair directly with the hardware manufacturer. Further information can be found in the original documentation shipped with the hardware or by visiting the vendor's website.

Installation and Integration Services

This service is not included as an entitlement of your support contract. AccuRoute provides installation and integration services to speed the deployment and ensure quality operation of our fax and secure email products. As part of the installation and integration service, AccuRoute will dispatch a qualified installation engineer to the customer site to install and configure the application specifically for the environment. For more information please contact your Regional Manager.

Due to the potential complexity of custom configuring the installation, AccuRoute cannot provide full installation and integration services over the telephone. In the event the customer chooses not to contract for installation and integration services, AccuRoute will provide basic installation support including answering questions and providing minor installation problem resolution by telephone. This service is offered with a four-hour maximum. If the installation phone support reaches the four-hour maximum, the customer will be asked to purchase full services, and a qualified installation engineer will be dispatched to install and configure the software.

Structuring and Billing Cycle

Advantage Enterprise Support will be invoiced at 30% of the total list price of software products purchased plus $27,500, unless otherwise noted. AccuRoute automatically invoices the Advantage Enterprise Support customer for their renewal one to two months prior to expiration. In order to reinstate an Advantage Gold Support contract which is 30 days or more past due, the Advantage Enterprise Support customer will be charged an additional 5% of the total list price of software products purchased. AccuRoute reserves the right to suspend or interrupt support for the Advantage Enterprise customer for any contracts that are 45 days past due.

The term of the maintenance agreement is one year and is renewed on an annual basis.

If you would like more information regarding the above services, please contact the Support Renewal department at 888-303-8098.

Contact us to learn more.

To learn more about Upland AccuRoute Enterprise Support or our Advantage, Advantage Gold, or Advantage Plus Support packages, reach out to us at **accuroute@uplandsoftware.com**.

About AccuRoute

Upland AccuRoute helps organizations accelerate business processes by automating data capture and extraction using optical character recognition (OCR) to securely process through workflows to applications, people, or storage. With AccuRoute, users can easily capture, process, deliver, or fax content from any device using a single, unified platform.