



Liga Technical Support Definitions and Support SLAs

Version 1.0, October 2022



What is Liga Technical Support?

Support is available with a valid subscription in combination with a Liga product that is currently under support.

a. Standard support

Severity	Hours of coverage	Target response time
1 (Urgent)	9 x 5	2 Business Hours
2 (High)	9 x 5	4 Business Hours
3 (Normal)	9 x 5	Next Business Day
4 (Low)	9 x 5	Next Business Day

Standard support is always included with your subscription. Standard support includes e-mail and phone support, but not remote login to your system.

Support is available workdays between 08:00 – 17:00.

b. Priority support

Severity	Hours of coverage	Target response time
1 (Urgent)	12 x 5	1 Hour
2 (High)	12 x 5	2 Hours
3 (Normal)	12 x 5	4 Business Hours
4 (Low)	12 x 5	Next Business Day

Priority support is an additional service, available on a subscription basis. This includes standard support and remote login to your system.

A permanent, customer-specific jump host with VPN access from Liga's network to your network can be provided for speedy assistance.

Priority support is available workdays between 08:00 – 20:00.

Severity level definitions

1 (Urgent)	The solution is in production or is mission critical to your business. It is inoperable and the situation is resulting in a total disruption of work. There is no work-around available.
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2 (High)	Defined as an incident where core software functionalities can continue to operate in a restricted fashion, although long-term productivity may be impacted. If a Severity 2 issue has an identified and implemented workaround it will be reclassified as a Severity 3 issue.
3 (Normal)	Defined as an incident that causes partial, non-critical loss of software functionality. It may also be a software defect (bug) or impact when performing certain actions and there is no known workaround.
4 (Low)	There is no loss of service. Defined as: (1) a request for information or query, (2) feature requests for the software, or (3) software defect and workaround that has medium or low functionality impact.

What is supported

- a. Usage problems where the product is not behaving as expected
- b. Troubleshooting related to
 - i. Configuration
 - ii. Startup issues
- c. Bug reports
 - i. Support will file bug reports with development and provide updates on progress. SLA cannot be guaranteed when escalated.
 - ii. Fixes will be determined by development and a patch will be provided in an upcoming maintenance release (or be back ported). SLA cannot be guaranteed when escalated.
- d. Performance degradation issues
- e. Root Cause Analysis
- f. Remote sessions

Opening a support case

Support cases can be opened via e-mail to support@liga.com, via phone +45 35 36 95 05 or by contacting your Liga account manager directly.

All cases are being handled in our support ticket system.

What is not supported

- a. Consulting (initial installation and configuration, customizing)



- b. Products that have reached end-of-life
- c. Systems not properly patched
- d. 3rd party systems (e.g., connected systems, virtualization platforms)

Professional services

We are happy to provide professional services for your project. More information is available at <https://www.liga.com/professional-services/>

Helpful links

Links to current documentation are available at <https://www.liga.com/support/>