

# HULFT

## Technical Support Service



Service Overview



Version 3.3 2024-10-11

## 1. HULFT Technical Support Service

We provide technical support with the aim of ensuring our customers get the most from HULFT products while maximizing reliability and security.

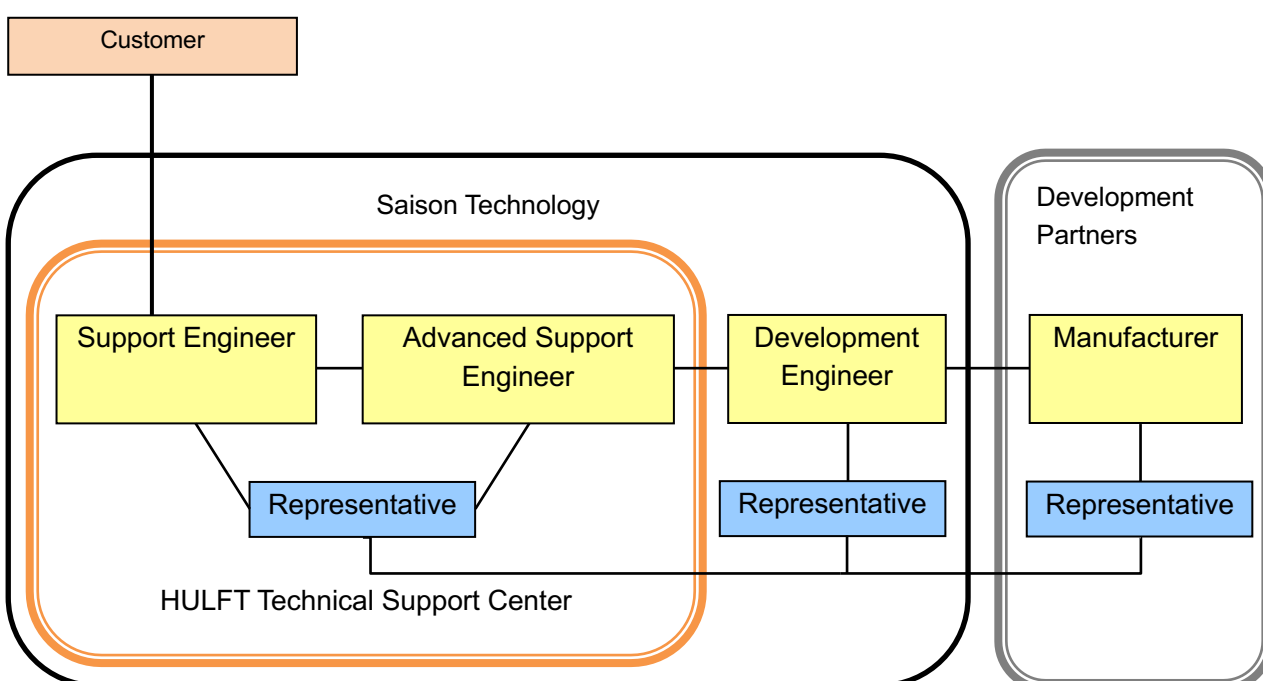
Our staffs will always strive to provide the best answer promptly while being mindful of the critical nature of our customers' business needs.

### HULFT Support Vision for Technical Support Center

**We are dedicated to providing thoughtful and prompt technical support that contributes to our customers' business.**

- ◇ We continuously strive to improve our knowledge so that we may provide precise and prompt support that promotes an optimal user experience for our products.
- ◇ We proactively provide information to empower our customers to enhance their knowledge of our products.

### HULFT Technical Support Center Organization Chart



Definition of an engineer	
Support Engineer	First respondent to customer inquiries. Mainly solves problems related to product usage, known issues, etc.
Advanced Support Engineer	Personnel to deal with problems that cannot be solved by Support Engineers. Mainly solves advanced problems such as undiscovered events.
Development Engineer	Personnel to develop products

## 2. Service Level Objective



Our staffs with high skill level and product knowledge will assess the situation and respond quickly and accurately to the problems.

Service Level	Item	Same-day resolution rate	Next business day resolution rate
		Objective	50%

Description	Same-day resolution rate	The percentage of inquiries resolved on the same day as the inquiry was received.
	Next business day resolution rate	The percentage of inquiries resolved on the next business day out of the total number of inquiries received from customers.

- \*The service level is an objective value and does not guarantee the resolution rate.
- \*Service level objective is not related to contracts and are not subject to penalties.
- \*The resolution rate is calculated for the product for which the inquiry was received.
- \*The definitions for the same day and the next business day depends on a contract.
- \*Service level results will be disclosed on HULFT.com every six months.
- \*We would appreciate your cooperation in responding to our requests for information, surveys, and confirmations to resolve customer issues.

Please note that it may take some time to reply if we do not have enough information or the situation is unclear.

### 3. Operating Environment, Support Scope

The specifications of our recommended operating environments (OS, Middleware, DB, Java, file system, network environment, etc.) are publicly available. Our technical support is applicable only to HULFT products operating under the recommended operating environment.

We will investigate and isolate the cause of the problem from the perspective of our products.

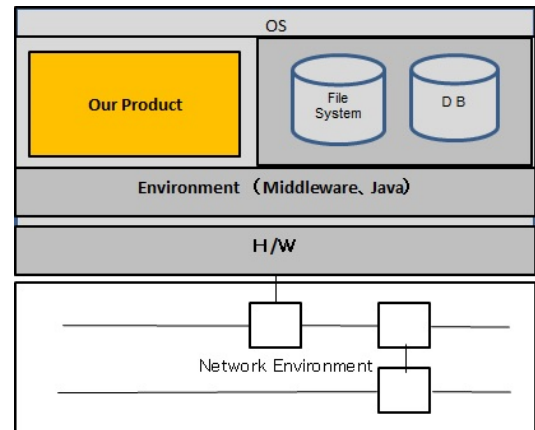
If, after investigation and isolation of the cause, the problem is caused by our products, we will provide countermeasures and responses to resolve the issue.

- ※ Depending on your product version, you may need to consider upgrading.

#### 【Operating Environment】

H/W, OS, middleware, DB, Java, file system, Network Environment, third-party software products, etc.

Including required environments for products



#### About H/W, OS, Middleware, Java, DB, File System, Network Environment and third-party software products, etc.

We will investigate the problem from the perspective of our products and isolate the cause.

We will determine whether our product or the operating environment causes the problem.

In the case of our products, we will present measures and responses to solve the issue.

In the case of operating environments, we will provide best-effort support to solve the issue.

- ※ It is assumed that the standard support of the manufacturer covers the operating environment you are using and that you have subscribed to their maintenance support.
- ※ Best effort means that we will help you solve your problems based on our case studies and knowledge. For example, we provide support in preparing the contents of inquiries to Oracle, the Java vendor.

Suppose the problem is found to be caused by the operating environment prepared by the customer. In that case, the customer will be required to take measures to resolve the cause of the problem (such as applying patches, replacing equipment, etc.).

We will do our best to assist you with your inquiry, but we do not guarantee that we can identify the cause or resolve the issue.

## 4. Technical Support Service Scope

For HULFT products, HULFT Support Service is applied.

For DataSpider products, DataSpider Support Service is applied.

### 4.1 HULFT Support Service

Application		Accepting Time	Support Level	Provides VUP	Provides RUP/LUP *5	HULFT *6
Type						
Standard Support (Annual Technical Support)	Daytime Acceptance	Level 3	レ	レ	レ	
	Nighttime/Weekend Support *1,3	Nighttime Acceptance	Level 1	レ	レ	
Limited Support (Product Extended Support) *7	Daytime Acceptance	Level 2	レ	レ*7	レ	
	Nighttime/Weekend Limited Support (Product Extended Support) *2,4,7	Nighttime Acceptance	Level 1	レ	レ*7	

\*1: Must have a Standard Support contract

\*2: Must have a Limited Support contract

\*3: Must have a Nighttime/Weekend Support contract

\*4: Must have a Nighttime/Weekend Product Extended Support contract

\*5: Provides the version upgrades of revision/level for free

\*6: Including HULFT8. For other products, please contact us.

\*7: Provides only the Revision/Level products that was already released upon the Limited Support start.

### 4.2 DataSpider Support Service

Application		Accepting Time	Support Level	Provides VUP	Provides RUP/LUP *92	DataSpider Servista *93
Type						
Standard Support (Annual Technical Support)	Daytime Acceptance	Level 3	レ	レ	レ	
	Nighttime/Weekend Support *91	Nighttime Acceptance	Level 1	レ	レ	






\*91: Must have a Standard Support contract

\*92: Provides the version upgrades of revision/level for free

\*93: DataSpider Servista, DataSpider Servista Mini for Excel

**Support Level**

The provided support level corresponding to the type of HULFT support service is as follows.

Support Level			Description
Level 1	Level 2	Level 3	
			Inquiry regarding to product usage and its specification, information provision
			Restoration support against product issue/answer to past case of product issue
			Investigation of Level 2 issue, also presentation of permanent solution.



## Description of HULFT Support Service

<b>(1) Standard Support (Normal Support)</b>	
[Business Hours] (Indochina/Singapore Time)	Monday - Friday 9:30 - 17:00 (Excluding weekends and holidays in Thailand.)* <sup>11</sup> * <sup>12</sup>
[Service Description]	<ol style="list-style-type: none"> <li>1. Inquiry support regarding product usage and its specification*<sup>13</sup></li> <li>2. Restoration support and investigation regarding product issue</li> <li>3. Provides information regarding products*<sup>14</sup></li> <li>4. Provides version upgrade edition*<sup>15</sup></li> <li>5. Provides revision-up and level-up versions with no cost</li> <li>6. License rewriting and upgrading due to OS change</li> </ol> <p>*If the issue is caused by the customer (misusage, misconfiguration, etc.), additional costs for reparation/restoration support will incur.</p> <p>*Information provided by the customer will be the premise of the inquiry support service. The level of the answer will differ depending on the provided information.</p> <p>*Regarding description details and cost for service, please inquire.</p> <p>*If the Standard Support product changes to the Limited Support because of product life cycle, an inquiry support will be limited to the guidance of past cases.</p>
<b>(2) Nighttime/Weekend Support Service* Always provided with (1)Standard Support</b>	
[Business Hours] (Indochina/Singapore Time)	24 Hours
[Service Description]	<ol style="list-style-type: none"> <li>1. Same service as the Standard Support will be provided during the Standard Support Service hours.</li> <li>2. The description of the service outside the Standard Support Service hours in the following: <ul style="list-style-type: none"> <li>• Inquiry support regarding product usage and its specification*<sup>13</sup></li> <li>• Provides information regarding products*<sup>14</sup></li> </ul> </li> </ol> <p>*In the case of failures involving system shutdowns at night or on holidays, the highest priority will be given to restoring operations, and investigations into the cause and presentation of permanent measures will be conducted on the next business day. As part of operational recovery, we may ask you to take temporary measures and re-run operations. The definition of operational recovery status will be discussed with the customer, and we will explain the support we can provide.</p>

**(3) Limited Support (Extended Support)**

[Business Hours] (Indochina/Singapore Time)	Monday - Friday 9:30 - 17:00 (Excluding weekends and holidays in Thailand.)*11*12
[Service Description]	<ol style="list-style-type: none"> <li>1. Inquiry support regarding product usage and its specification*13</li> <li>2. Provides workaround against malfunction caused by the product -However, it is limited to malfunction with known workaround</li> <li>3. Delivery of information regarding our product*14</li> <li>4. Provides version upgrade edition -In principle, a separate fee will be charged. -However, it is limited to the version upgrade version provided by the Standard Support.</li> </ol>

**(4) Nighttime/Weekend Limited Support** \*Always provided with (3) Limited Support

[Business Hours] (Indochina/Singapore Time)	24 Hours
[Service Description]	<ol style="list-style-type: none"> <li>1. Same service as the Limited Support will be provided during the Limited Support Service hours.</li> <li>2. The description of the service outside the Limited Support Service hours is the following: -Inquiry support regarding to product usage and its specification*13 -Provides information regarding products*14  *In the case of failures that involve system shutdowns at night or on holidays, the highest priority will be given to operational recovery, and investigations into the cause and presentation of permanent measures will be handled on the next business day. For operational recovery, we may ask you to take tentative measures and re-execute operations. We will consult with the customer regarding the status of what is considered operational recovery and explain our possible support.</li> </ol>

## [Note]

For registered HULFT product, in the case of changing the OS or architecture of the same product and version, a change fee may incur in certain products (e.g.: UNIX products). For more details, please inquire the sales representative.

- \*11 For inquiries by telephone, calls will be terminated after the end of business hours. If you require continued service, we will respond on the next business day or later.
- \*12 When responding to inquiries by telephone, we will not able to put customers on hold for long periods of time for their convenience or answer the phone while their work is in progress.
- \*13 Answers from past cases and knowledge base.
- \*14 Able to view and obtain from the dedicated technical support site.
- \*15 Depending on the OS version, a fee may incur. For details, please inquire.



## Description of DataSpider Support Service

<b>(1) Standard Support</b>	
[Business Hours] <small>(Indochina/Singapore Time)</small>	Monday - Friday 9:30 - 17:00 (Excluding weekends and holidays in Thailand.)* <sup>11</sup> * <sup>12</sup>
[Service Description]	<p>1. Inquiry support regarding product usage and its specification*<sup>13</sup></p> <p>2. Restoration support and investigation regarding product issue</p> <p>3. Provides information regarding products*<sup>14</sup></p> <p>4. Provides version upgrade edition*<sup>15</sup></p> <p>5. Provides version upgrades for revision and level with no cost</p> <p>6. Rewrites license by changing the OS, providing upgrade version</p> <p>*If the issue is caused by the customer (misusage, misconfiguration, etc.), additional costs for reparation/restoration support will incur.</p> <p>*This service is based on the assumption that the customer will provide information in response to inquiries. The level of service will vary depending on the information provided.</p> <p>*For more information about services, please inquire.</p> <p>*Each support level is set according to which support stage the product is in, and the scope of technical support services varies.*<sup>16</sup></p>
<b>(2) Nighttime/Weekend Support Service</b> *Always provided with (1)Standard Support	
[Business Hours] <small>(Indochina/Singapore Time)</small>	24 Hours
[Service Description]	<p>1. Same service as the Standard Support will be provided during the Standard Support Service hours.</p> <p>2. The description of the service outside the Standard Service hours is the following:</p> <ul style="list-style-type: none"> <li>- Inquiry support regarding product usage and its specification*<sup>13</sup></li> <li>- Provides information regarding products*<sup>14</sup></li> </ul> <p>*In the case of failures that involve system shutdowns at night or on holidays, the highest priority will be given to operational recovery, and investigations into the cause and presentation of permanent measures will be handled on the next business day. For operational recovery, we may ask you to take tentative measures and re-execute operations. We will consult with the customer regarding the status of what is considered operational recovery and explain our possible support.</p>

- \*11 For inquiries by telephone, calls will be terminated after the end of business hours. If you require continued service, we will respond on the next business day or later.
- \*12 When responding to inquiries by telephone, we will not be able to put customers on hold for long periods of time for their convenience or answer the phone while their work is in progress.
- \*13 Answers from past cases and knowledge base.
- \*14 Able to view and obtain from the dedicated technical support site.
- \*15 Depending on the OS version, a fee may incur. For details, please inquire.
- \*16 Depending on the product life cycle



## 5. Provision of Version Up, Revision Up, and Level Up Versions

For products using the HULFT technical support service, upgrades for version, level, and revision are available.

For more information about the products and how to apply, please visit our website "HULFT.com."  
URL: <https://www.hulft.com/apac/purchase>

## 6. HULFT Technical Support Service Period

Please log in to myHULFT(<https://his.hulft.com/mypage/login/login/>) and refer to [License Management].

End

## Update History

Edition	Published Date	Revision Description
1.0	June 1, 2016	First edition published
2.0	November 7, 2017	<p>P.4 3. Technical Support Service Description Changed the Limited Support level / Added a check on the Provides RUP/LUP column</p> <p>P.4 Support Level Description Added "answer to past case of product issue" to the Level 2</p> <p>P.5 Description of Each Technical Support Service Changed (2)Nighttime/Weekend Support service from "must have the ... contract as premise" to "provided with ..."</p> <p>P.5, 7 Added "Always" in the beginning of the sentence of (2)Nighttime/Weekend Support service / (4)Nighttime/Weekend Limited Support</p>
2.5	December 20, 2018	<p>Added "3.Delivery of information regarding our products" to [Service Description] in .7 (3) Limited Support (Extended Support)</p> <p>Changed the contents of P.8 5. HULFT Technical Support Service Period to myHULFT</p>
3.0	December 1, 2021	<p>Changed Edition notation to numeric.</p> <p>P4 Added description of the operating environment and support contents in "3. Operating Environment, Support Scope."</p> <p>P5, 9 DataSpider support service was added to "4. Technical Support Service Scope."</p> <p>P7,8,9 "Business Hours" changed from JST to Indochina Time/ Singapore Time.</p> <p>P10 Corrected the URL for "5. Provision of Version Up, Revision Up, and Level Up Versions."</p>
3.1	January 17, 2022	<p>P8, P9 There is no longer provided on CD-ROM of Version upgrade edition, Revision-up and Level-up versions. Annotation and its number have been deleted and count up.</p>
3.2	December 26, 2023	<p>P2 Changed old company name to new company name.</p>
3.3	October 11, 2024	<p>P7,8,9 Added *11 and *12 to "Description of HULFT Support Service" and "Description of DataSpider Support Service".</p> <p>Accordingly, the numbers after *13 have been moved down.</p>