

# Advantage Gold Support Guide



# AccuRoute Advantage Gold Support

Advantage Gold 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 - 5 PM EST:** Live response or timely call back by a Dedicated Support Engineer is typically less than two hours. Calls originating after 5 PM EST may require a longer callback period and will not be handled by your Dedicated Support Engineer.

**5 PM - 8 AM EST:** After Hours Emergency Technical Support is available for all contracted customers on weekdays, weekends, and AccuRoute-designated holidays. A Technical Support Engineer will be contacted and will return the call within the designated timeframe. There is a two-hour response time.

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 Gold 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**

## Electronic Support

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

- Access the Knowledge Base
- Obtain available software downloads
- Open and monitor support tickets
- Receive proactive Help Desk support
- Contact a dedicated support representative on Monday-Friday from 8 AM-5 PM EST (365, 24/7 dedicated representative available in Advantage Enterprise)

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 on the Community and emails sent to [accuroute-support@uplandsoftware.com](mailto:accuroute-support@uplandsoftware.com).



### **API and Developer Support**

The Dedicated Support Engineer may also assist the Advantage Gold 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 Gold Support does not include Installation and Consulting Services. If you would like more information regarding these services, please contact your Dedicated Support Engineer.

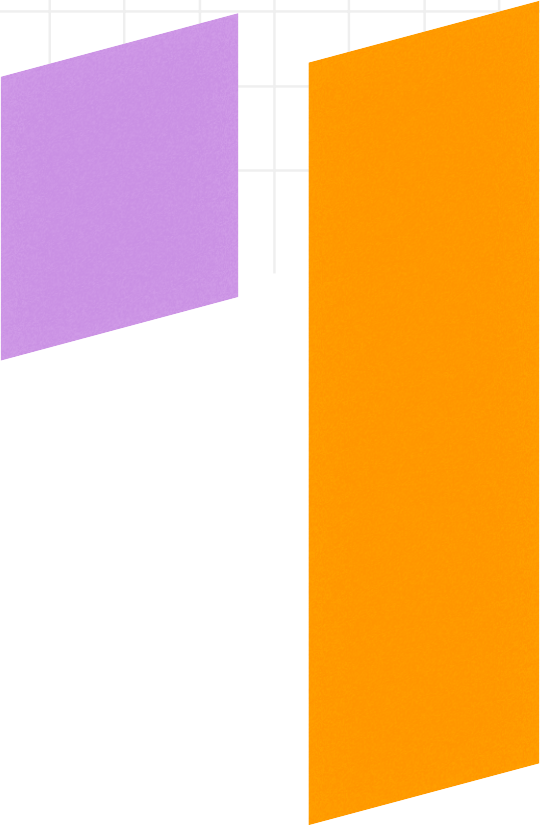
### **Priority Escalation to Engineering**

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





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.

### **Advanced Exchange**

The original manufacturer warranty is passed through to the Advantage Gold Support customer. Advantage Gold 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 Gold Support customers.

Advantage Gold Support customers also have the option of Return to Factory for repair/replacement. Advantage Gold 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 Gold Support customer. Payment is required prior to return of the exchange/replacement.

The Advantage Gold 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.



# Structuring and Billing Cycle

Advantage Gold Support will be invoiced at 30% of the total list price of software products purchased plus \$15,000, unless otherwise noted. AccuRoute automatically invoices the Advantage Gold 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 Gold 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 Gold 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 Advantage, Advantage Plus, or Advantage Enterprise Support packages, reach out to us at [accuroute@uplandsoftware.com](mailto: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.

upland

**AccuRoute**

For more information visit: [uplandsoftware.com/accuroute](https://uplandsoftware.com/accuroute)

