



**Man and Machine TechCare Support**

**Service Level Agreement**

# Contents

- 1. Introduction ..... 3
- 2. Service Description ..... 3
  - 2.1. Overview ..... 3
  - 2.2. Levels of Support..... 3
  - 2.3. Exclusions..... 4
  - 2.4. Network Licenses ..... 4
  - 2.5. Confidentiality..... 4
- 3. Case Handling..... 4
  - 3.1. Logging a Case..... 4
  - 3.2. Software bugs ..... 5
  - 3.3. Remote Connection ..... 5

## 1. Introduction

This document outlines the TechCare Support offering; it supplements the Man and Machine General Terms and Conditions of Sale: <https://www.manandmachine.co.uk/pdf/MMTermsandConditionsofSale.pdf>.

The Man and Machine TechCare Support Team is staffed by experienced Application Engineers ready to respond to your support issues relating to software provided by Man and Machine. The TechCare Support Team aims to provide the highest level of support to ensure your downtime is limited.

Our Support Goals: -

- Provide customers with a high level of Technical Support by responding to queries within the SLA and aim for resolution within this time.
- Provide ongoing hints and tips, enabling customers to get the most from the software and remain productive.
- Continued investment in our staff and systems to ensure we deliver best in class support services to our customers.

This document sets out the Service Level Agreement and provides you with information to get the best from the Technical Support Service we provide.

## 2. Service Description

### 2.1. Overview

The TechCare Support team provide a 2-hour response on licence management and 1<sup>st</sup> Line support queries but endeavour to provide an immediate response. The TechCare helpdesk is manned by experienced application engineers Monday - Thursday, 9am-5pm and on Fridays, 9am-4pm (except UK Bank Holidays). The support desk is also closed for the period between Christmas and the New Year.

TechCare Support covers both licence management and product support. The level of support available is determined by the product. The Supported Product matrix lists the products we supply and the level of support that is available. The latest Support product matrix can be found here: <https://www.manandmachine.co.uk/services/support-services/>.

### Types of Support

**TechCare Support** covers both the licencing of your software, including license connectivity, software download issues, accessing your Autodesk Account and general licensing queries, as well as application specific break-fix problems that are preventing you from carrying out your work. Application support should not be considered a replacement for training on how to use the software.

**ValueCare Support** covers the cloud based offerings for the Autodesk Construction Cloud line of products. This service includes license connectivity, software download issues, accessing your Autodesk Account and general licensing queries, as well as a best endeavours service for application specific break-fix problems that are preventing you from carrying out your work. This will be managed in unison with Autodesk Support. Faults related to access to the Autodesk Construction Cloud or their service being down will be handled directly by Autodesk. Application support should not be considered a replacement for training on how to use the software.

### 2.2. Levels of Support

**1st Line:** Provides case management and remote access to a support engineer experienced in the specific application within the 2-hour SLA.

**2nd Line:** Provides case management and remote access to an engineer skilled in the specific application at a time scheduled with the Resource Manager.

**3rd Line:** Provides case management where support is escalated to the software vendor. In the case of cloud-based, vendor hosted services such as BIM 360 or Fusion any downtime will need resolution by the vendor. In order to provide the Support service, the Customer agrees:

- to provide Man and Machine with remote access to PCs, laptops or a server as appropriate for the purposes of carrying out a remote inspection in order to troubleshoot the problem;
- to have suitably skilled personnel available during the inspection in order to assist with the investigation;
- to co-operate in diagnosing faults by carrying out any diagnostic or test routines requested by Man and Machine, and allow Man and Machine to carry out remote diagnostic tests, where appropriate;
- to make regular back-ups of configurations and data adequate for its purposes and to store, archive and maintain those back-ups to best industry standards.

### 2.3. Exclusions

The Service does not cover:

- loss of Customer generated software programs, data and information;
- work outside of the Service Hours;
- faults reported by the Customer for products that are not included in the support offering.

### 2.4. Network Licenses

The TechCare support team can assist customers in generating new License Files for customers with Network / Multiuser licenses. Most of the software supplied by Man and Machine is a on Subscription model where Single-user licenses are linked to specific users.

### 2.5. Confidentiality

Man and Machine staff and sub-contractors (if applicable) will treat any information received as confidential and proprietary information of the disclosing party. Man and Machine agrees to return any document or file provided by the Customer at the request of the Customer. Man and Machine will sign a Non-Disclosure Agreement at the customer's request.

## 3. Case Handling

### 3.1. Logging a Case

As a Techcare Support customer you can log a technical query by calling **01844 263790** or emailing [techsupport@manandmachine.co.uk](mailto:techsupport@manandmachine.co.uk).



The SLA clock starts when a request for Technical Support is entered on our Case handling system. For all requests that are logged within normal service hours, the clock starts immediately. For Support requests made outside normal services hours, the SLA clock will start at 9am on the next working day. If any further information becomes available while your Case is open e.g. if the problem occurs more often, becomes critical, or if the problem is resolved, please advise the TechCare Support team.

### 3.2. Software bugs

If an issue is deemed as a 'bug' by the TechCare team, it will also be raised with the Software Vendor. The TechCare Support team will try to provide a work-around if one is available. When bugs are reported the resolution is entirely at the discretion of the Software Vendor. Man and Machine will manage your support case, but has no control over when, or indeed if, the bug will be fixed.

### 3.3. Remote Connection

We may use TeamViewer to connect to your machine to help troubleshoot the problem. The TeamViewer application is available on the Man and Machine website. Click on the '[Download TeamViewer Now](#)' button at the bottom of the Support page (<https://www.manandmachine.co.uk/services/support/>). We will ask you to provide your TeamViewer ID and password so we can make a connection.

In order to offer remote assistance, you must have an active internet connection capable of both upload and download at a reasonable speed. You also need to be using a [supported operating system](#) running a supported version from the operating system vendor. You must let us know if your systems or network have recently been infected with a virus, ransomware or malware; providing details of exactly what the infection was and the steps you have taken to remove it. Failure to do so will affect our ability to connect and offer remote support to your machines. Any machines that have been compromised will be reviewed on a case by case basis by our IT team to determine if we can then connect or not at that time.