Merative Support Guide

merative™

Introduction to Support

Merative support teams are available to assist with technical issues of varying degrees of severity. There may be occasions where the support teams may not be able to answer all your questions, but they will engage other groups within the company, including operations and/or development teams, to help provide answers to you. Please refer to merative.com/support for the most up to date version of this document and site.

Merative Support

Merative Support will assist on identifying, investigating, and resolving problems reported by Clients on Merative Solutions and Products. Unless otherwise stated, Merative Support offerings are not intended to provide end-user help desk support. Merative offerings supplement client-based support staff skills by providing access to Support's knowledge base(s) and technical support professionals.

Client Responsibilities

You play a key role in assisting us when you have questions about or have encountered problems with your Cloud Service or on-premise offerings. Information that you provide about your system and/or problem is often critical to resolving your issue. The following practices can help our Client support team to better understand your problem and more effectively respond to your concerns, as well as help you make the best use of your time:

– Submitting problems electronically

– Keeping different issues (questions or problems) separate (one issue per support ticket, or case)

– Selecting a Severity based on your judgment of the business impact

– Keeping Merative support informed of major upgrades/implementations of your system (where applicable)

– Providing timely feedback on recommendations, so the Merative support team can close out the issue when it has been resolved. If the issue reoccurs, you may reopen the original support ticket, or case by resubmitting it electronically

You will be required to provide the following information when contacting support:

– Your name, company name, email address, and telephone number with extension (if applicable)

– Case number (as applicable)

– Product name (release level and any product maintenance level, if applicable)

– Any additional information required by the Merative support team

Typical Priority Definition (unless different in Client contract or statement of work)

Priority	Priority definition
1	**Critical business impact/Service Down**: Business critical functionality is inoperable or critical interface has failed. This usually applies to a production environment and indicates an inability to access services resulting in a critical impact on operations. This condition requires an immediate solution. You must log a Service Down case within 24 hours of first becoming aware that there is a critical business impact and the Cloud Service is not available. *Note: We will work with you 24 hours a day, seven days a week to resolve critical problems provided you have a technical resource available to work during those hours. You must reasonably assist MERATIVE with any problem diagnosis and resolution.*
2	**Significant business impact:** A service, business feature, or function of the service is severely restricted in its use, or you are in jeopardy of missing business deadlines.
3	**Minor business impact:** The service or functionality is usable and the issue does not represent a critical impact on operations.
4	**Minimal business impact:** An inquiry or non-technical request

Response Times

Merative will use commercially reasonable efforts to respond to cases raised by authorized contacts within the criteria outlined in the Merative Support Guide. Merative's initial response may result in resolution of the request, or it will form the basis for determining what additional actions may be required to achieve technical resolution. Depending on the complexity of the request, the next response may take days. Agreement between Clients and Merative Support professionals is vital to determine what the next action is and when the next checkpoint will be. Priority 2, 3, and 4 problems reported outside business hours will be responded to the next business day, unless a 24x7 support option has been purchased where available.

Review the Product Details for the offering in question for the response time objectives or see defined details in your statement of work.

Business Hours

Review the Product Details for the offering in question for the business hours for support or see defined details in your statement of work.

Availability Service Level Agreement (SLA) Considerations (Cloud service and SaaS solutions)

You must submit a support case claim for failure to meet an availability SLA within 3 business days after the end of the contracted month. The support case must be related to a production system that is not available (a Priority 1 / Service Down case). The availability SLA for the Cloud Service can be found in your Transaction Document. Service Down is the time measured from the time you report the Priority 1 case until the time the Cloud Service is restored and does not include time related to a scheduled or announced maintenance outage; causes beyond IBM's control; problems with your content or third-party content or technology, designs, or instructions; unsupported system configurations and platforms or other Client errors; or Client-caused security incident or Client security testing.

- [Curam Social Program Management](#)
- [IBM Clinical Development and Trial Management](#)
- [IBM MarketScan](#)
- [IBM Micromedex](#)
- [Merge Imaging Solutions](#)
- [IBM Care Comparison](#)
- [IBM CareDiscovery](#)
- [IBM CareDiscovery Quality Measures](#)
- [IBM Clinical Development and Trial Management](#)
- [IBM Consent Manager](#)
- [IBM Health and Human Services Analytics](#)

- [IBM Market Expert](#)
- [IBM Price Transparency](#)
- [IBM Watson Annotator Service for Clinical Data](#)
- [IBM Watson Assistant for Health Benefits](#)
- [IBM Watson Care Manager](#)
- [IBM Watson Works – Digital Health Pass](#)
- [IBM Watson for Clinical Trial Matching](#)
- [OrbitalRX](#)
- [Phytel](#)

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