



## ACL™ SUPPORT SERVICES

Applying ACL's solutions to achieve exceptional results and enabling Customer Success



ACL's commitment to customer support means you get comprehensive, best-in-class technical assistance that helps you accomplish more with greater ease. Offered in multiple languages to meet the needs of ACL's global client base, ACL's personal, expert technical advice is complemented by exclusive access to a comprehensive online knowledge base and customer community.

### SUPPORT FOR ACL GRC AND ANALYTICS

We understand that staying productive with ACL solutions is important to meet today's fast pace workplace and that is why e-mail, telephone and live web-chat support is included with every ACL subscription. Support is available 24 hours a day, 5 days a week (3pm Pacific Time Sunday to 5pm Pacific Time Friday) by chat or email, or phone. You gain immediate access to the ACL Support team who'll keep you moving with expert answers and ACL know-how when you need it. In addition, ACL's extensive online resources, training tools and script library are also available at your fingertips 24/7. The team at ACL provides the resources you need to implement best practices, save time and drive performance.

“

ACL is a fabulous tool and, when needed, the customer support has always been top notch.

The ACL support team is tremendous! They are very knowledgeable and friendly. And my ACL issues are resolved quickly. Thank you ACL!

Great tech support and training.

”

## SUPPORT SLA OVERVIEW

Severity Ratings <sup>1</sup>				
Severity	Urgent	High	Medium	Low
Response Time <sup>2</sup>	2 hours	4 hours	8 hours	12 hours
Coverage Hours				
Chat Case Submission <sup>3</sup>	24 hours a day, 5 days a week 3pm Pacific Time Sunday to 5pm Pacific Time Friday			
Online Case Submission <sup>4</sup>	24x7			
ACL Support Center <sup>5</sup>	24x7			

<sup>1</sup> Severity level definitions (the determination of actual severity level for any given request is at ACL's sole discretion)

**Urgent Severity** – Production issue rendering software completely inoperable  
– Error affecting all users – Loss of Data.

**High Severity** – Major functionality impacted – Major performance degradation in non-urgent process.

**Medium Severity** – Partial Non-Urgent functionality impacted – Minor performance degradation – Affecting limited users

**Low Severity** – General “How to” questions – Documentation – System configuration.

<sup>2</sup> Response time means ACL will respond to you within the stated time. It does not mean ACL will resolve the issue within this time.

<sup>3</sup> Chat – Low Severity cases only.

<sup>4</sup> Online – Response time will be based on Chat Case submission hours (i.e. 25 x 5, 3pm Pacific Time Sunday to 5pm Pacific Time Friday). Online Case Submissions may be made 24 x 7, but ACL does not respond 24 x 7).

<sup>5</sup> Response times do not apply to Support Center.

## VERSION SUPPORT POLICY:

ACL and its representatives support the current production version of ACL's cloud-hosted ACL GRC product. ACL and its representatives typically support the various versions of ACL's on-premise products for 3 years following their general commercial release dates, however ACL may vary this 3 year period on providing notice to you. This policy applies to all language versions of ACL software products. To ensure uninterrupted access to Support, customers must renew their subscriptions for ACL GRC and/or ACL's on premises software products prior to the end of their current subscription term.

ACL does not provide activation keys for (i) unsupported versions of ACL's on-premise products, or (ii) unsupported customers. ACL will assist you to upgrade to ACL's current major version of Software, which will include Support in accordance with ACL's Version Support Policy.

## LEARN MORE ABOUT WHAT YOU CAN ACCOMPLISH WITH ACL

Call +27 11 507-0123 to speak with a representative

Visit our website at [acl.software](http://acl.software)  
Email us at [aclsupport@cqs.co.za](mailto:aclsupport@cqs.co.za)