

# GIM Suite Support





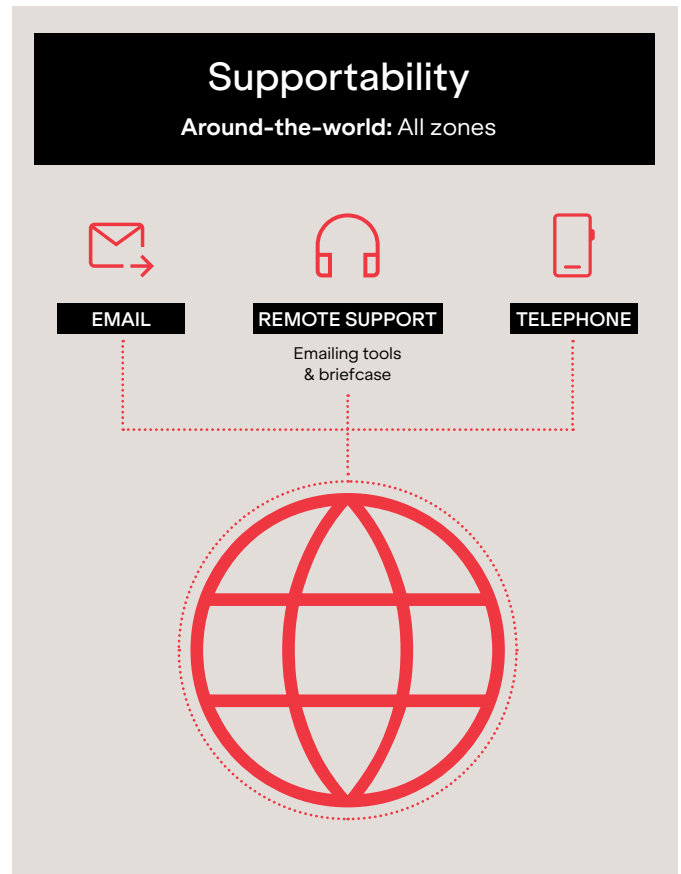
# Annual Software Maintenance

Your GIM Suite software maintenance is renewed annually and gives you access to:

- The latest software updates.
- A global technical support network.
- A support tracking database to monitor response times and ensure timely resolution.
- Remote access tools to ensure our Support team resolve your issues promptly.
- GIM Suite support package technology.
- Reference objects, ready to use, provided as part of each version release.
- Support for all GIM Suite users within your company.
- GIM Suite Learning courses include some complimentary units, helping your staff stay up-to-date with technology advancements.
- Invitations to user events and webinars.
- Useful online resources and technical articles through Acquire's Help Centre.

## Remote access tools

We can use remote access tools, to view your screen, take control or instruct you on what steps are needed.



## Email support

A dedicated email address, [support.gimsuite@acquire.com.au](mailto:support.gimsuite@acquire.com.au) is used to manage support incidents. All emails (including attachments) received through this channel are automatically loaded into our centralised database and monitored by our specialists in each time zone.

This process allows us to:

- Provide a structured method of responding to your enquiries.
- Monitor and ensure timely responses.
- Identify key support issues for potential product enhancements.
- Review efficiency of our learning programs and Help Centre.
- Centrally store data associated with each site to assist with incident resolutions.

### Important:

- Please do not send support requests directly to individual personnel. They cannot always respond to support issues when travelling or serving other clients.
- When emailing attachments, please ensure the files are compressed. If the file is larger than 10 MB, please contact support.

## Support packages

Support packages can be used to log issues for faulty objects or objects of interest. They reduce the number of support steps required to resolve cases as our Support team can quickly identify issues when presented with a complete picture. Please visit GIM Suite's Help Centre to learn how to generate a support package.

## Escalation process for support incidents

We escalate support incidents to a higher support priority based on:

1. Time since the support incident was logged.
2. Time since the last activity on the support incident.
3. Change in severity or impact of the issue.

Support incidents can also be escalated if additional technical input is required from our Product team. This provides a clean path for software issues and Requests for Enhancements (RFEs) to be captured and tracked within our Product team's development systems.

## Share your product feedback

When you raise a support issue, it gives our Product team a broader understanding of how ongoing product support can be improved and helps them prioritise RFEs. Our technical support is provided by our skilled Technical Advisers, ensuring key technical staff are routinely involved in support processes.

# Help Centre

Our Help Centre is accessible online to help you solve issues yourself without waiting for a support response, or to gain more advanced knowledge about a number of topics. Searching for a solution to your own technical problem often allows you to understand the issue you are experiencing better. If you can't find an article covering your needs, please contact [support.gimsuite@acquire.com.au](mailto:support.gimsuite@acquire.com.au) so we can continue to grow our Help Centre.

## Issues not covered by support

Construction of new objects and tasks (or modification of existing) fall outside normal customer support. Please contact your nearest Acquire office about assisting with these requirements on a chargeable basis.

## Maintaining support compliance

Your GIM Suite becomes unsupported when the integrity of the GIM Suite data model has been compromised. It may be compromised by:

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- Adding customisations into the data model by introducing additional tables, stored procedures, functions, or triggers.
  - Modifying the GIM Suite metasytem.
  - Storing data types or formats in areas of the data model intended for other purposes.
  - Loading data incorrectly into the data model.
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You may not be aware your implementation has become compromised until you have raised a support incident with Acquire and our team begin to troubleshoot your issue. If your GIM Suite is compromised, we immediately notify you and recommend you undertake a Warranty Survey or Health Check to determine the extent of the issue. A plan is provided to rectify your issue and once it is resolved, support for your GIM Suite will be reinstated.

## You can reduce the risk of your GIM Suite becoming non-compliant by:

1. Ensuring your database managers are sufficiently trained to use and manage GIM Suite through GIM Suite Learning.
2. Use a certified Acquire Implementer to carry out your GIM Suite implementations.
3. Consult with your Account Manager before extending your GIM Suite to additional sites or domains.
4. Use certified Nova Network Partners to supplement your in-house capabilities. Our Nova Network Partners provide independent consulting services to ensure skilled resources and domain expertise are available when you need them.

# Frequently Asked Questions

## What is the difference between configuration and customisation of GIM Suite?

Configuration uses tools provided within GIM Suite to change behaviour and features, without changing the underlying structure of the code. The configured changes will fit in the standard model.

Customisations change the underlying system code to meet the required behaviour. It introduces non-standard backend coding where the structure is only understood by the user who created it.

## What is the impact of customising GIM Suite?

When you customise the underlying code of your GIM Suite, it impacts the longevity and supportability of your solution. Your software may not be compatible with future software releases and there is an increased risk of automatic upgrade processes failing. It also impacts the ability for the Acquire team to deliver quality and timely support to you.

## What is a Warranty Survey?

A Warranty Survey is an audit of your database carried out by a certified Acquire Implementer. It enables us to determine if your GIM Suite is support compliant.

## When is a Warranty Survey needed?

We request a Warranty Survey when your database has been identified as unsupported or if it has not been implemented by a certified Acquire Implementer.

## Where can I learn more about Acquire's Warranty and Support requirements?

The End User Licence Agreement (EULA) outlines the warranty requirements and the conditions which make your implementation supportable. Alternatively, please contact your Account Manager.