

Support & Improvement

Kofax

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1. Standard Support

Kofax requires clients to retain an annual support contract. Support is initially provided by a local partner who has the required expertise to provide immediate assistance to the client. This is backed up by the international Kofax support team, who, through the partner will provide further investigation and support. The support contract provides 2 main benefits:

- clients can raise concerns regarding the correct functioning of the Kofax platform and the partner, together with Kofax will investigate and if needed remedy any issues identified
- Kofax makes a substantial investment in ongoing R & D and as such releasing regular updates to its base platform, both to introduce or improve functionality as well as to correct issues found. In providing support, PAG will keep clients updated regarding new releases and provide a recommendation for the client.

A copy of the standard support commitment can be found here: https://services.kofax.com/support/files/commitments/kofax_support_commitment_2013_rev_xiv_branded_en.pdf

Process Automation Group (PAG) are the only partner in Western Australia with the required Kofax experience and certification to provide support across the Kofax product suite.

2. Additional Support Services

2.1. Implement Software Upgrades

Although some clients have on-site technical support and the required experience to apply Kofax upgrades, many choose to have upgrades applied by Kofax professionals. This approach gives the client maximum comfort of a successful outcome.

PAG can make recommendations on whether an upgrade should be deployed and can perform the upgrade in conjunction with the client as follows:

- provide recommended backup, upgrade and rollback plans
- perform the deployment of the software in all required environments
- perform specific tests to ensure known issues are resolved

2.2. Investigation of Specific Batches, Cases or Jobs

Sometimes it is not completely understood why a certain task or event occurred. PAG can investigate individual cases along with all data related to the case and provide a succinct summary to the client.

For example, why didn't my scanned document get recognised incorrectly or why was it sent to a particular person for approval?

2.3. System Monitoring

Kofax is a robust platform with many thousands of hours' development and testing. There are however circumstances when items will suspend because it is unable to continue. There are many potential reasons for this and a common reason is that a process may want to communicate with another system (e.g. email), but that system is not available.

The Kofax platform should be monitored at least on a daily basis to identify and correct suspended cases.

PAG can perform this monitoring for a client where the client does not want to take responsibility for this ongoing activity.

3. Continuous Improvement

A key benefit of the Kofax platform is that over time, it will expose further productivity opportunities for the client. Typical examples are features to make user interaction quicker or easier, automation of steps within the process which no longer need human oversight, production of real-time dashboards to drive productivity or extensions of the process to new areas.

These enhancements tend to prove valuable to the client but are not large enough to warrant a development project.

For this reason, PAG recommend that clients extend their support contract to include an annual allowance for Continuous Improvement. The client controls how and when this allowance is utilised. Typically, the process is as follows:

- The client raises an enhancement request
- PAG will quote how much of the allowance will be required and the elapsed time to deliver
- Based on the information, the client decides if they want to proceed
- PAG deliver within the agreed time frame

4. Further Projects

The Kofax product suite is world class in capability and scalability. Although many clients acquire the platform initially for a single process, most extend the use of the platform into other areas of the business to obtain the control and productivity benefits Kofax brings.

PAG are very experienced in developing Kofax solutions and can help clients to develop their ideas and then deliver the Kofax solution.

5. What to Expect

5.1. Logging a Request

It is easy and convenient for a client to log and track any issue raised.

- For normal issues, our online case submission and tracking system allows designated contacts to create, update and review their existing cases. Every support request is assigned a unique ticket number which allows for the tracking of progress and responses online.

The helpdesk is accessible via <http://helpdesk.pag.tech>

- For urgent or business critical issues we can be contacted directly by telephone on 1300 855 901.

5.2. How Support is Provided

Support is provided directly from our local help desk based at 77 St Georges Tce, Perth WA.

Based on the nature of the issue, we will provide support in a way which the client is comfortable with, is most efficient and effective. Typically, we will:

- Respond to questions either by email or with a phone conversation
- Investigate issues and bugs using remote access where this is available
- Because Process Automation Group are WA based, we can easily attend site if the above is not appropriate or the situation requires onsite support

5.3. Service Standards

When submitting a case, it is important to understand how support cases are prioritised. Case prioritisation is based on the below categorisation:

Priority	Environment	Functionality Loss	Users Affected	Initial Response Time
Critical	Production	All or most	All or most	1 business hour
High	Production	Some, but high business impact	Some or all	2 business hours
Normal	Production	Some, but lower business impact	Some or all	4 business hours
Low	Any	Minor or none	Any	8 business hours

Although many issues are resolved in the initial response, there will be issues where remediation takes longer – for example where a third party is involved. In these cases, PAG will keep the client and the support ticket up to date.

5.4. Standard Support Process

Once your case has been submitted and prioritised, your case will be actioned via the following process:

1. PAG will provide assistance
 - in answering software installation, configuration or usage questions;
 - initial error information gathering;
 - error isolation and identification;
 - creating a reproducible test environment;
 - providing standard fixes or workarounds to known problems.
2. In the event a resolution is not possible, PAG will
 - escalate the case to Kofax;
 - work with Kofax to provide a work around, Hot Fix, Fix Pack, Service Pack or upgrade to resolve the issue.

6. How to Take Advantage of PAG Support

6.1. Kofax Support Partner

Kofax mandates that a client can only be supported by one partner, consequently, to be eligible for Kofax support from PAG, the client must:

- assign Process Automation Group as their Kofax support partner,
- have a valid and current Kofax Support Agreement

Annual support costs are set centrally by Kofax and therefore will be the same from each partner.

If your support is not already with PAG, then a simple email to admin@processautomationgroup.com.au from an authorised representative stating your intention to make Process Automation Group your Kofax support partner is all it takes.

6.2. Support Plans

Process Automation Group can structure a bespoke support plan to meet a client's specific needs, but to make it easier, we have a number of predefined plans.

Standard Support	Basic	Pro	Department	Enterprise
Kofax Product Support	Kofax Product Support	Kofax Product Support	Kofax Product Support	Kofax Product Support
Advice & Guidance	Advice & Guidance	Advice & Guidance	Advice & Guidance	Advice & Guidance
Access to Support Portal	Access to Support Portal	Access to Support Portal	Access to Support Portal	Access to Support Portal
SLA	SLA	SLA	SLA	SLA
Email, Phone & Remote Support	Email, Phone & Remote Support	Email, Phone & Remote Support	Email, Phone & Remote Support	Email, Phone & Remote Support
Download of Upgrades	Download of Upgrades	Download of Upgrades	Download of Upgrades	Download of Upgrades
	On-site Support & Services	On-site Support & Services	On-site Support & Services	On-site Support & Services
	Support for Implemented Processes	Support for Implemented Processes	Support for Implemented Processes	Support for Implemented Processes
	Investigate Specific Batches, Cases or Jobs	Investigate Specific Batches, Cases or Jobs	Investigate Specific Batches, Cases or Jobs	Investigate Specific Batches, Cases or Jobs
	4 hours per month of Kofax services ¹	8 hours per month of Kofax services ¹	4 days per month of Kofax services ¹	8 days per month of Kofax services ¹
	Roll-over of Unused Services	Roll-over of Unused Services	Roll-over of Unused Services	Roll-over of Unused Services
	Prioritised before standard support	Prioritised before standard support	Prioritised before standard support	Prioritised before standard support
		Remote System Monitoring	Remote System Monitoring	Remote System Monitoring

¹ These hours can be utilised by the client for any of the additional support services, continuous improvement activities or related Kofax work outlined above. Unused hours are rolled over monthly and can be rolled over into a new year provided the client retains a Support Plus or Support Ultra plan.

		Health checks	Health checks	Health checks
		Continual improvement	Continual improvement	Continual improvement
			New projects	New projects
Costs				
20% of original license cost plus 0-5% annual increase as defined by Kofax (quoted and paid annually)	20% of original license cost plus 0-5% annual increase as defined by Kofax (quoted and paid annually)	20% of original license cost plus 0-5% annual increase as defined by Kofax (quoted and paid annually)	20% of original license cost plus 0-5% annual increase as defined by Kofax (quoted and paid annually)	20% of original license cost plus 0-5% annual increase as defined by Kofax (quoted and paid annually)
	\$9,720 per year ² or \$900 per month ²	\$18,954 per year ² or \$1,755 per month ²	\$72,025 per year ² or \$6,669 per month ²	\$133,247 per year ² or \$12,338 per month ²
Additional services \$225/hour ²	Additional services \$220/hour ²	Additional services \$209/hour ²	Additional services \$193/hour ²	Additional services \$174/hour ²

All plans require a minimum 12 month commitment. Paying annually instead of monthly includes a 10% discount.

If these plans do not meet your needs, we are happy to agree a bespoke arrangement.

² prices quoted are ex-GST

7. Why choose PAG

- PAG are the only Partner in WA with capability in Perth who have the required skill and certifications to provide Kofax support and services
- PAG do not rely on out of state/country third parties
- Continual improvement plans are unique and provide clients with the maximum ability to get the most out of their Kofax investment