

# Customer Support

24/7/365 technical support performed by experienced engineers for electrical and software systems



## Reliable Technical Support

Matthews Automation Solutions' highly-qualified customer support engineers are only a phone call away to answer your questions about problem solving, operation advice, parts supply and onsite resource scheduling. To protect your investment long-term, we offer affordable, comprehensive and responsive post-warranty service-level agreements (SLA).

- ▶ Continuous uptime is the mission of our dedicated support staff
- ▶ Service-level agreement plans are specifically tailored to meet each customer's needs
- ▶ Annual check-ups confirm that your system continues to work at peak efficiency
- ▶ Discounted on-site engineering support rates for both pre-planned and emergency situations

## Benefits

- ▶ Extensive experience in troubleshooting system problems and maintenance beyond installation
- ▶ Diagnostics tools quickly resolve issues
- ▶ Secure remote access to WES servers & PLC
- ▶ Access to all programs, drawings and documentation

	Non-SLA Customer	SLA Customer
Unlimited 24/7/365 remote support at a fixed annual cost	-	✓
Annual, quarterly, or monthly invoicing options	-	✓
No cost per remote incident *	-	✓
Guaranteed response times for remote support	-	✓
Discounted labor rates for on-site support	-	✓

\*Non-SLA customers are invoiced per "remote incident" at non-SLA rates (2 hour minimum)

# Customer Support

## Response Time

Severity	Elapsed Time	Target Resolution
P1 - Highest	2 Hours	4 Hours
P2 - Elevated	4 Hours	24 Hours
P3 - General	24 Hours	7 Business Days

## Severity Definitions

### ► P1 - Highest Priority

Business critical support. Customer is unable to perform operations due to operational outage.

### ► P2 - Elevated Priority

Customer is experiencing degraded service. Customer is currently able to perform operations, but may have to alter normal procedures to do so.

### ► P3 - General Priority

Basic customer issues and questions. Customer is currently able to perform normal operations.

## Escalation Matrix

Level	Designation	When to Escalate
1	Support Engineer	Initial Level (Ticket Creation)
2	Manager of Customer Service	If there is no known path to resolution within two hours
3	Engineering Director	If Service Manager is unable to assist with defining a path to resolution and/or all P1 items that require more than four hours to resolve

\*Email requests are not regularly monitored outside of the scheduled business hours of 8AM - 5PM Eastern Time, excluding holidays. Email responses are sent within 1 business day.

\*\*Matthews Automation Solutions will make every effort to achieve the target resolution times, however, the time needed to resolution will vary depending on the nature of the problem and variables outside of Matthews Automation Solutions' control. Customer will ensure that a resource is assigned to work with Matthews Automation Solutions' support team to provide information or verification on an ongoing basis until the issue is resolved.

## Let's talk about your application.

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