planet together

PlanetTogether
**Service & Support
Guide**

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1 Service Support Components

The PlanetTogether support plan offers a range of services designed to meet the needs of all PlanetTogether customers. The primary components of the plan include access to PlanetTogether Knowledgebase website, emergency telephone support, telephone or email support during business hours and Service Updates of PlanetTogether APS Software.

Consult the table below for a complete list of Standard and Optional support components.

Service Updates and Upgrades	✔
Number of support contacts	2
Additional Support Contacts	Optional
Unlimited Case Logging	✔
Access to PlanetTogether Knowledgebase for logging issues and complimentary content	✔
Participation in Beta Programs	✔
Training Service	Optional

2 Support Component - Descriptions

At PlanetTogether, our support team is ready to help when you need them, whether you have a high-priority issue, service request or a question about functionality. The PlanetTogether support team provides technical support of the PlanetTogether APS Software as well as the system administration services for PlanetTogether. The PlanetTogether support team is there to help respond to technical questions such as but not limited to:

• Service Requests
• Administration best practices
• Explanation of technical errors and warnings
• System performance analysis
• Analytic results clarification
• Clarification on how-to feature questions

PlanetTogether support does not provide services on custom integrations, or custom Add-ins, nor in-depth

consulting services or training. These additional services are available through the PlanetTogether's professional services organization or through PlanetTogether partners.

To ensure we provide more than just emergency assistance, our support plan is designed to include a comprehensive package of services, enabling you to maximize the investment you have made. The following section outlines the standard and optional support components we provide.

2.1 Service Updates and Upgrades

The Research and Development team at PlanetTogether is always working to improve the capabilities and performance of our service. New versions of our service can contain feature changes, performance enhancements, corrective content, and security fixes. PlanetTogether provides updates in the form of Service Upgrades.

2.1.1 Service Upgrade

PlanetTogether major Service Upgrades contain new features and enhancements to existing functionality that have the potential to require adjustments to the service or solution design.

For a major service upgrade, PlanetTogether Support will co-manage an upgrade project with you to ensure expectation and change impact is understood. As part of the service, PlanetTogether Support will provide the following for each production upgrade:

• Upgrade installation files
• Test license to validate upgrade
• Data connection tests

Testing results are documented and presented to you in an upgrade report meeting. Upon delivery of the report, a temporary Preview instance will be provided for business process validation and to familiarize your end users with the updated environment. Service Upgrades are applied during a mutually agreed schedule.

2.2 Number of Support Contacts

Designated contacts can log cases or report service incidents via the Knowledgebase website, or via telephone. You can designate up to two primary support contacts and two backups support contacts. All support incidents and service related questions submitted to PlanetTogether must be channeled through one of these contacts in order to streamline communications and build expertise in your organization.

Designated contacts are usually senior business leaders, subject matter experts, or corporate help desk personnel who are knowledgeable about PlanetTogether's Software and your data source or user environments. Your chosen contacts will have access to Knowledgebase articles on the Knowledgebase website.

Key contacts are also responsible for reviewing **data access requests** and **submitting or approving change requests** for the service. Only key contacts are authorized to request changes to be applied to the service.

2.3 Additional Support Contacts

If you want to have more designated key contacts that can log cases or report service incidents, or

request changes, they can be added for an additional fee. For further information, please contact your Account Executive.

2.4 Unlimited Case Logging

As a PlanetTogether customer, your designated key contacts can log an unlimited number of cases for each technical or service issue that might arise.

2.5 PlanetTogether Knowledgebase

The PlanetTogether Knowledgebase serves as a resource for supply chain professionals, industry analysts, consultants, media, and others who want to tap the vast knowledge base of their peers.

Through our Knowledgebase website, authorized individuals can log cases, verify contact roles, as well as access a variety of support resources; including documentation, quality alerts, a searchable knowledgebase, new feature videos, and more.

2.6 Participation in Early Access Programs

Periodically, at the discretion of PlanetTogether, you may be invited to participate in PlanetTogether's Early Access Program to evaluate and contribute to the definition of new features.

2.7 Product Training

For customers we offer subscription based learning that includes a blend of self-paced learning & instructor-led virtual classroom training, as well as regularly scheduled public classroom training for purchase. These training courses will help ensure a successful implementation and that your users understand best-practices in the use of PlanetTogether.

2.8 Data Model Changes

The PlanetTogether data model periodically requires maintenance to align with host system changes or additional business requirements. All Production data model changes follow a standard change request process that can be initiated by contacting PlanetTogether Support. The process to implement a data model change will require the service to become temporarily unavailable to users. Data model changes on Production servers can be applied at a time that is convenient for the customer. PlanetTogether allows the ability for a customer to perform data model changes on Non-production servers as required.

2.9 Database Refresh

Periodically there may be a requirement to refresh an environment from another instance or roll the database back to an earlier point in time. This may be required on a test environment before the start of a major change or to reset after a major development project has been promoted into production. These refreshes will need to be handled by the customer, but PlanetTogether support personnel can be available to oversee at the customer's request.

3 Obtaining Assistance

PlanetTogether Support Centers around the world provide global support coverage. The Corporate head office in SanDiego, CA, is the North American Support Center and is the point of escalation for incidents from other PlanetTogether Support Centers.

Emergency support for a Severity 1 issue is available on a 24x5 basis, by telephone or by submitting a support case online and setting the severity status as "1 – critical impact - production service". To obtain emergency assistance by phone, please call 888-317-8807

PlanetTogether Support standard business hours extend from **Monday 8:00 AM through to Friday 4:00 pm Pacific Standard Time** excluding regional support office holidays.

Note: Support is provided in English with local language accommodated when possible. Support calls will be handled by regional support teams during local business hours and managed by the global support team outside those hours.

4 Case Life-Cycle – Problem Tickets

If you encounter a technical issue that you are unable to resolve or if you need to report any security failures, incidents, concerns or other issues, the PlanetTogether Support team can help. Only a key support contact can log a support case. The following section describes the different stages in the evolution of a case and our approach towards handling each stage.

4.1 Before Logging a Case

These guidelines will help you make the most effective use of PlanetTogether Support and help us resolve your problem as efficiently as possible.

• Verify that the problem is not related to another software application, hardware or network issue in your corporate environment, in which case you would need to contact another vendor or someone in your IT organization.

• Determine if the problem has occurred before by conducting a keyword search in the Knowledgebase.

• Attempt to reproduce the problem to ensure it is not an error or misstep.

• Determine if the problem occurs on one, or more than one of your environments.

• Determine if the problem occurs randomly or consistently.

• Review the system and document if there have been any new processes or data change that could have caused the issue.

• Review all relevant documentation, including any release notes, as well as the online manuals and online help.

4.2 Logging a Case

If you still have not solved the problem using the steps above, it is time to contact PlanetTogether Support. When doing so, please be prepared to provide the following information via the Support Form:

• Description of problem:

• Business Impact:

• Information related to the priority or **time sensitivity** of the case

• Steps to reproduce (include screenshots):

• Is there a workaround?:

• Desired Results:

• Screenshots/Attachments:

• What environment is this happening on:

• User/Users (note if one or many including IDs):

• Date/Time of occurrence (including the user's time zone):

• If this is an end-user problem:

• PlanetTogether version – this can be found at the bottom of the PlanetTogether software window, or in the Instance Manager

• The exact wording of any error messages that were displayed.

• Relevant Recordings and Scenarios.dat files

4.3 Case Severity & Initial Response Times

Once your case is logged, the following section explains our approach for prioritizing and handling the issue.

When you report a problem through the Knowledgebase, you have the opportunity to set the initial severity of the case. The following table details the severity level, a definition of the severity, and the associated response time that PlanetTogether Support adheres to when responding to issues.

All times noted to serve as a guideline only. In most cases, the initial response time for all issues is no more than one hour.

Support for Severity 1 issues is available on a 24x5 basis, by telephone or by logging a Severity 1 case online. Support for Severity 2, 3 & 4 issues is available during standard business hours. Please see the Obtaining Assistance section for details and contact information.

Note: PlanetTogether Support Personnel will discuss the nature of your issue and determine the severity level, which is used to prioritize our response, ensuring that the most critical problems are resolved first.

Severity Level	Definition	Response Time and Coverage
1 Critical Impact	(A production problem that makes the PlanetTogether service unavailable or unusable) • Users are unable to connect to PlanetTogether service • Users are unable to sign-in	Within 1 hour (24x5) Restoration target < 4 hours

	• Users can sign-in but the application won't start • Mass data integrity or transmission issue	
2 Major Impact	(Major functionality is impacted) • Significant performance degradation • A persistent issue affecting many users • Data synchronization issue • Key functionality seems very slow or unresponsive • Repeated Internal Server Error	Within 4 hours (*24x5)
3 Minor Impact	(The service is not seriously affected) • Formatting problems on a report or incorrect report results • User-initiated exporting or importing data issue • Minor performance degradation • General service request	Within 12 hours (*24x5)
4 No Impact	(Shortcoming, question for guidance or advice, enhancement desired) • Tips & techniques • Report design assistance • Documentation use • Website use • Enhancement request	Within 24 hours (*24x5)

*Hours of operation indicate normal business hours per support center and exclude national holidays. For support center hours and holiday schedule, please click here.

4.4 Case Resolution

Each case is triaged based on its severity and assigned to a designated PlanetTogether Support Personnel

who is the prime contact through the life of the case. Our support representatives have various tools at their disposal to assist in troubleshooting issues including an escalation process to the PlanetTogether development management team that ensures the fastest possible resolution times. Our management team is alerted to key support issues and receives support metric reports on a regular basis to ensure adherence to our service level agreement. Issues that cannot be resolved within the confines of the current Service version will have one of the following outcomes:

4.4.1 Workarounds

When a customer reports a problem, PlanetTogether Support's primary objective is to determine a satisfactory solution immediately. If possible, a workaround is provided as a temporary solution to complete a task that would not otherwise be possible, due to a service problem or limitation.

4.4.2 Service Defects

If it is determined that the problem you have reported is related to a defect, it is recorded in the PlanetTogether defect tracking system and escalated to the PlanetTogether development team. If you encounter a critical defect, you can request a Service Update. PlanetTogether Support Personnel will request you provide the business impact of the defect within your environment. Service update requests are reviewed by PlanetTogether's development team, who meet daily to review and approve content for inclusion in a future release of our software. Although PlanetTogether endeavors to respond to all customer situations using commercial best efforts, the timing and incorporation of a particular defect remedy are solely at the discretion of PlanetTogether.

4.4.3 Product Enhancement Program

Enhancement requests may be submitted directly on our Support Form. These are submitted to our Product Management group, collected in our Enhancement Database, and reviewed by Product Management during the planning stage of each new service release. When an update is available the submitter will be notified.

It should be noted that PlanetTogether does not guarantee that any submitted enhancement request will be included in a future release of PlanetTogether APS. Any enhancement requests submitted will automatically become the property of PlanetTogether without any compensation to Customer and shall be considered as non-confidential.

4.5 Case Escalation

The PlanetTogether goal is to resolve all Support Cases in a satisfactory and timely manner; however, we realize that some cases may require increased attention and effort within the Support team. To raise the severity of a Support Case, call us and request to speak with a Support Manager.

Upon receiving your request, the Support Manager will assess the Support Case and create a go forward plan. If you are not satisfied with the plan or with the progress of the case after the plan has been executed, PlanetTogether's management team will review the Support Case with the Support Manager and identify if a different or additional action is required from the team.

4.5.1 Escalation to Professional Services

For support that is outside the scope of standard support as described above escalation to PlanetTogether's Professional Services may be required. Notification will be given that the specific issue will need to be escalated to another department and that subsequent interaction such as meeting

with and support from Professional Services may be billable. Once an agreement with Professional Services has been formalized, the issue will be removed from standard support as an issue. Interaction on the issue will be directly through Professional Services and not through Support.

4.6 Service Disruptions

The PlanetTogether service is designed to be highly resilient to most error conditions; however, it is possible that a series of events will lead to a disruption in service. In the event the PlanetTogether service is unavailable due to an unplanned event, the following process is initiated:

• PlanetTogether Support is alerted by a customer

• If not already existing, PlanetTogether Support logs Severity 1 case within the customer portal which alerts designated key support contacts and documents the event.

• PlanetTogether Support investigates the issue and takes corrective action to restore service availability updating the incident case as to the status of the recovery process.

• Once the service is restored, the Case is linked to an existing or new problem case that tracks the issue through to resolution and incident case closed.

• For recognized contractual outage events on Production servers, PlanetTogether will issue a Reason for Outage (RFO) report including:

   • Event Details: Start time of the event(s) and outage duration, problem statement

   • Corrective Actions: Current Status, Root Cause, Preventative Measures Implemented

   • PlanetTogether Support will review RFO documents with the customers defined Key support contact for awareness and comprehension of the event. Once reviewed with the customer, the RFO documents are posted on our customer portal and linked to the open case tracking the problem.

4.7 Case Closure Policy

PlanetTogether support agents work diligently to provide the best customer service possible and part of this process is managing cases.

Support cases will be closed when the following criteria have been met:

• A case resolution has been provided that addresses the original request

• A service request has been implemented or canceled

• An enhancement request has been logged with our Product Management team to determine eligibility for inclusion in a future release

• The issue can best be solved by a Professional Services consultant and has been assigned

• A PlanetTogether support agent has attempted to contact you three times via support portal posting and email with no response over five consecutive business days.

4.7.1 What a closed support case means for you

If you wish to continue working a case after it has been closed, we recommend simply opening a new case and referencing the original case number. To create a new case please submit a Case to

PlanetTogether Support via our [support form](#), or by emailing support@planettogether.com.

5 PlanetTogether Support Service Lifecycle

PlanetTogether service support is tied to the PlanetTogether software maintenance period determined.

5.1 General Availability

General Availability (GA) releases are versions of PlanetTogether software available to all customers on a valid maintenance license. GA releases are typically every 3 months and can be installed through the PlanetTogether web-installer or through an offline installer provided by PlanetTogether support. Release notes for GA versions will be available at: https://www.planettogether.com/knowledge/release-notes

5.2 Early Access

Early Access (EA) releases of PlanetTogether software are available for customers on a valid maintenance license and opt-in to use them. EA versions contain new features and bug fixes and may be made available in between GA releases. EA versions may not be tested with the same meticulous process as a GA version and are meant to demo new features or fix critical issues that need a quick solution. New features in EA versions are intended for feedback and preview but may not be fully functional. EA versions may not be available after the next GA version is released.

5.3 Maintenance

Maintenance extends 12 months from the release of each GA release and 3 months from the release of an EA version. During the maintenance phase, all forms of customer support and services are provided including software defect fixes and minor product enhancements that are released in the form of service updates. We will also, where feasible, determine a workaround to an issue that can be used until the next EA or GA version is available to solve the issue. The PlanetTogether Support team will work with customers to plan and implement service upgrades.

5.4 End of Life

After the maintenance period expires, PlanetTogether will no longer fully support the release. PlanetTogether support will assist in testing the most recent GA or EA version to see if an issue is fixed or a feature is available. PlanetTogether support will assist the customer in upgrading to the current version prior to the end of life date.

5.5 Service Upgrades

All GA and EA software updates will be provided in the form of a Service Upgrade. Service upgrades will be installed first as a new instance side-by-side with the current production instance. This new instance can be installed on the same server or a new server. The new instance with the upgraded version can be fully tested and used for training before taking the place of the existing production instance. Previous production instances can be retained in case a rollback is required. The service upgrade will be supported with Maintenance.

6 Professional services

PlanetTogether's professional services are a set of services that go above and beyond the support documented above. This includes coordination with PlanetTogether Business Analysts, Solutions Architects, Developers, and more. These services are organized around specific projects and will be billable. To directly request professional services, start by contacting support so your request can be routed to the appropriate department or person.

Generally these services are provided through a PlanetTogether Partner. Please check with your partner, if applicable, to request these services.

6.1 Solution Architecting

PlanetTogether can assist in creating a detailed model, integration strategy, and a detailed solution around complicated customer requirements. A business analyst or software expert can work with you on a project to help deliver a solution. Whenever PlanetTogether needs to gather requirements, provide software expertise, or create data models, these tasks will be under a Solution Architecting project and are not covered by support services documented above.

6.2 Extension Development and Assistance

PlanetTogether maintains documentation and sample extensions on our knowledge base. Issues escalated from Support will be routed to an extension specialist. Quick questions will be answered by email. Any issues that require in person assistance, such as working sessions, solution guidance, or meetings with a developer, will be coordinated on a case by case basis.

6.3 Integration Development and Assistance

PlanetTogether can assist with integrating systems in the following areas:

Adjustments to the standard integration to resolve client specific issues. We have many "standard" integrations which can be adjusted as needed.

Creation of a custom integration based on a client's specific needs. Since most ERPs and Planning systems have the master data that we need for scheduling, the process of building a new integration is fairly straightforward.

Requirements gathering and model definition. We have extensive experience in manufacturing and in particular modeling scheduling scenarios for various industries. With this knowledge and experience we can quickly ask the right questions to get to the correct design for an optimal solution.

7 Software Enhancement Requests

Requests to enhance or add features to PlanetTogether software will follow a process depending on its scope and software subscription status.

All requests that do not affect the outcome of the project can be recorded on our ideas portal. This includes nice to have usability requests, new calculated fields, etc.

If the requester is currently subscribed to PlanetTogether software, the enhancement may be added to PlanetTogether's development roadmap. This will be at PlanetTogether's discretion. If a requirement is urgent, an expedite fee can be paid to prioritize the development and delivery.

If the requester is not currently subscribed, or PlanetTogether is not able to accommodate the request on the development roadmap, then the following process is used.

- Full requirements should be defined and provided to PlanetTogether or the associated partner. PlanetTogether may assist in developing these requirements as part of a Solution Architecting service.
- PlanetTogether will review the requirements for feasibility. Core software enhancements may require PlanetTogether to develop the solution. Otherwise they can be solved as an extension developed by the customer or a partner.
- Some or all parts of a request may require a software subscription for PlanetTogether to start development of the enhancement. Complex requirements may need to be further detailed in a formal enhancement request document.

8 Confidential Data Access Requirements

In order to support and administer your PlanetTogether environment, PlanetTogether may occasionally require access to your confidential data. Your data will be treated confidentially as per the provisions of our agreement.

PlanetTogether may require access to Customer Data in
order to:

▪ reproduce and diagnose a reported problem,

▪ perform upgrade testing of a new release,

▪ complete integration projects, and,

▪ perform custom application development. We highly recommend that your confidential data be made available to PlanetTogether using a secure, encrypted transmission technology.

9 General Notes

The details in this guide are accurate as of the revision date indicated in the document footer. The support policies described herein replace all previous support guides and policy documents. PlanetTogether reserves the right to change its support policies and their content at any time and shall advise its customers of any changes when they occur.

10 The PlanetTogether Commitment to Support

PlanetTogether is dedicated to helping our customers achieve and maintain their competitive advantage by providing a reliable, comprehensive support program. Our highly skilled staff are here to ensure the success of every PlanetTogether implementation by answering day-to-day operational

questions or helping you find ways to leverage your investment, ensuring your unique business challenges are addressed.