



**EVANTAGE SOLUTIONS SDN BHD**

# **Computerized Maintenance Management System (CMMS)**

***Support Maintenance Procedure***

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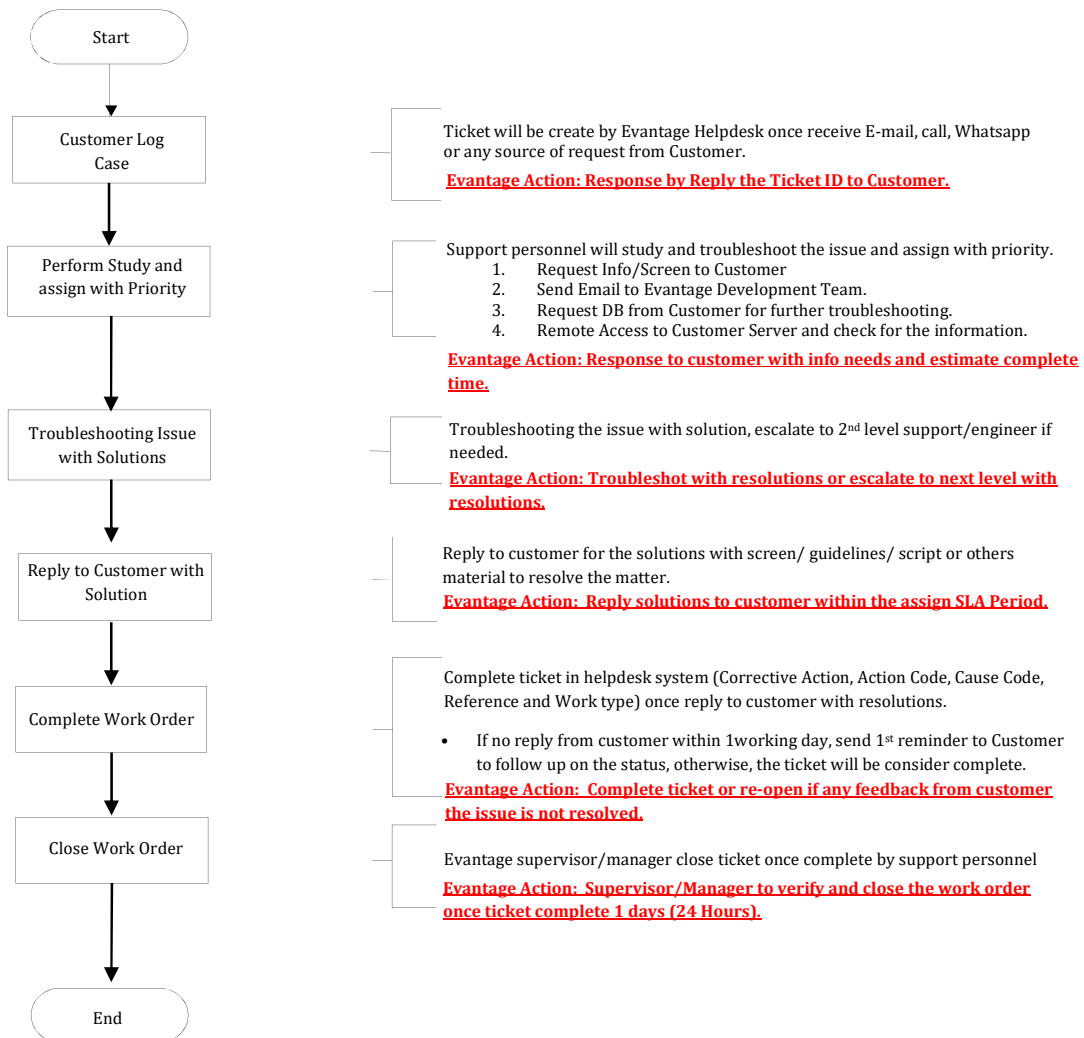
# DOCUMENT CONTROL

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## DOCUMENT REVISION HISTORY

Revision No	Revision Date	By	Description of Changes
1.0	07/03/2022	YS WU	First Version of Evantage Software Support Maintenance Procedure

## Evantage Software Maintenance Support Work Flow



## **Maintenance Support Action/Email Contents**

- **Subject with Ticket ID in Email**

Subject: [<Ticket ID: ><WO No>] <-> <Title of the Support Issue>

Sample "[Ticket ID: CS100645] – work order cancel not allow to close"

- **Create/New Ticket Email Contents**

Dear User,

Thank you for contacting Evantage support. My name is <Wu>, and I will be handling your case now.

<Content of the feedback>

(\* troubleshooting step, action to carry out, estimate time required, info required and etc.)

Example for <Content of the feedback> :

- 1) We will investigate your issue and fee
- 2) As per checking, the issue is cause by data issue and we required to perform patching to database, please allow us to prepare the patching script and we will resolve the issue by today.
- 3) Kindly provide us with a screenshot of the error and the exact steps to replicate this issue of yours for further checking.

If you have any enquiries, please do not hesitate to contact us. Thank You!

Best Regards,

- **Response with Solutions/Complete Ticket Content**

Dear User,

<Contents of the Resolutions>

If this issue/ticket has not been resolved to your satisfaction, please respond to this email request. If we don't hear from you in the next 2 business days, the case will be closed automatically. If you have a new request or new questions, please submit your request and we will attend to it.

- **Close Ticket Content**

Dear User,

The ticket ID: CS100178 is now closed. We are very glad to have been able to solve your problem. Please don't hesitate to contact us if you require our help with anything else by opening a new support ticket.

Thanks a lot and have a great day!

## **Support Maintenance - Service Level Agreement**

### **Service Level Agreement (SLA)**

The Support Engineer will cover the following criteria:

- Coverage Time: Client is allowed to contact Evantage support division at any time during office hour. If the incidents happen after office hour, Client may contact our on duty support resource for assistance, based on 24 hours service support coverage.
- Response Time: 1-2 hours from the time of reported issue call has been logged. Remote support or on-site support resource will attend on site when the logged call upon confirmation of reported issue.
- Resolution Time: Based on the SLA.

### **Support Level Case Priority Definition**

Below is the SLA for standard CMMS or depends on agreed SLA during tender of project:

No	Priority Type	Priority Definition	Response Time that Include Initial Remote Troubleshooting	Restoration / Resolution
1	Critical	High exposure to business financially; Users are unable to perform most of their works and all/large number of users are affected and workaround solution is not available; Example: Database corrupted that causes all users cannot access the system.	2 hours – Office Hours  4 Hours-After Office Hours	3 hours - Office Hours  6 hours – After Office Hours
2	Medium	Low exposure to business financially; Users are unable to perform portion of their works and limited number of users are affected and workaround solution is available and acceptable; Example: Asset Management module is not accessible to update or add asset.	4 hours - Office Hours  6 Hours - After Office Hours	2 business day
3	Low	Very minimum or no exposure to business financially; User are able to perform their works, only individual user is affected and workaround is available or can be done later; Example: request for user guide on how to transfer an asset to another location.	4 hours - Office Hours  8 Hours - After Office Hours	5 business days