

Support options

Nintex provides support for Nintex software products in the form of software assurance (also known as maintenance), and support services (also known as help desk or incident response).

Nintex offers two support package options. The basic package is called “Software Assurance” and includes standard software assurance benefits and support services. The “Premium Support” package is an additional option that provides elevated service levels and benefits.

Support fees

Software Assurance (SA) and Premium Support (PS) are annual subscriptions calculated as a percentage of the current list price of the associated license at the time of quoting or renewal.

Software assurance benefits

Software assurance entitles current subscribers to software updates including fixes, enhancements and major version releases of the associated licensed products.

Support services

The support services provided under Nintex support agreements cover the following:

- Incidents attributable to faults in Nintex software
- Information and advice pertaining to the use, installation, configuration or troubleshooting of Nintex software
- Information and advice regarding configuration of operating systems and host systems for the optimal operation of the Nintex software

All other services are considered out of scope, including, but not limited to:

- Information and advice pertaining to the use, design, configuration, or troubleshooting of Microsoft, third party, or open standards based technologies, such as XML, HTML/CSS, SharePoint, BizTalk, Active Directory, middleware, SQL queries, and database connectivity.
- Custom solutions created by parties other than Nintex. “Custom solutions” include customizations enabled by Nintex documentation, such as an SDK, and any other enhancement or modification that is not provided “out of the box” by Nintex.

Normal hours of operation

The Nintex Support center operates from Midnight Sunday to Midnight Friday GMT (+/- 1 hr due to daylight saving zones). Nintex Support teams are unavailable on gazetted public holidays in their local regions or as otherwise notified in Nintex Support bulletins.

Accessing Nintex Support services

The Nintex Support services are available to customers with a current support agreement.

Support calls are logged by email to support@nintex.com

All communication with Nintex Support is conducted in English.

Live support

Outbound telephone support and virtual meeting support will be arranged by Nintex Technical Support consultants when live troubleshooting of the customer's systems is required.

Technical Support consultants

Technical Support consultants are members of the product development teams that are available to resolve escalated software fault incidents. (Commonly referred to as 'Development team' or 'Level 3' support).

Response times

Nintex Support will provide a meaningful response to all support requests in accordance with the incident severity schedule below, in at least 90% of cases, subject to normal hours of operation. 'Meaningful response' means that resolution of the issue has been progressed significantly and the customer notified of the action plan to resolve it. Actual problem resolution is dependent on the nature of the problem, and the customer taking all necessary actions in a timely manner. The listed response time also functions as the expected interval for follow up and escalation procedures.

Severity	Definition	Response time	
		Standard Support	Premium Support
1 – Critical	Your production use of the supported programs is stopped or so severely impacted that you cannot reasonably continue work. You experience a complete loss of service. The operation is mission critical to the business and the situation is an emergency. In cases where the failure extends beyond the operation of the Nintex programs, you have made every effort to troubleshoot the Microsoft host systems, and the Nintex programs have been identified as the root cause.	4 hours	2 hours
2 – Urgent	You experience a severe loss of service. Important features are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.	8 hours	4 hours
3 – Non Urgent	You experience a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality	24 hours	12 hours
4 – Enquiry	You request advice, information, documentation, product updates, add-ons, tools, or suggest a software feature enhancement, but experience no loss of service.	48 hours	24 hours

Required information

All support requests will be treated as an Enquiry unless the following information is provided:

- A full description of the problem, including any actions that initiate the problem state
- The business impact of the problem
- The version, edition and build numbers of all software components affected or involved in the affected system. For example, Nintex products, Microsoft SharePoint products, Windows Server (including physical or virtual configuration), SQL Server, Internet Explorer
- Any applicable log files that help with diagnosis
- Any applicable screen capture images that help illustrate the problem

General information such as your name, job title, organization name, location, and Nintex license ID should also accompany all support requests.

Call logging procedure

When a support request is received, the automated ticketing system will determine if the sender is a registered contact. If the contact is found, an automated response email is sent which includes the case number. Please retain this email so that related correspondence can be tracked.

If you have not been registered as a contact, a Nintex Support consultant will respond to your email.

Registered contacts

Nintex do not limit the number of customer contacts that can register, but it is highly recommended that customers route support calls through an internal IT "Level 1" support facility. Due to the nature of Nintex products as add-ons to Microsoft SharePoint, correct identification of Nintex issues, as opposed to Microsoft support issues, will require some technical expertise. Customers may incur additional service charges or support fee reviews if reliance on Nintex Support as a "Level 1" help desk service exceeds "fair use" considerations. See "Fair Use provisions".

Fair Use provisions

Nintex may conduct fair use reviews on customer accounts in order to ensure that support services are available to all customers in accordance with expected service levels. Excessive consumption of support services may be identified with reference to the amount of support fees paid, and significant variations from the average consumption by comparable fee paying customers.

Customers found to be consuming support resources excessively will be contacted by the Nintex Support Manager. The Nintex Support Manager may make recommendations regarding the customer's internal support procedures, configuration and maintenance of systems, training of personnel, or engagement of a registered Nintex Partner to perform additional services.

If a customer is unwilling to pursue any such remedies, and excessive usage continues, Nintex may revise the subsequent support renewal to require an upgrade to Premium Support or a per incident fee structure.

Synchronizing contract renewal dates

When a customer with an existing support contract purchases additional licenses or upgrades existing licenses, the new support contracts are to be synchronized to the existing renewal dates. The invoice value for the new contract is calculated for the remaining portion of the year (pro rata).

Partial cover not permitted

Support cover must be applied uniformly to all licenses the customer holds for a product. Removing a subset of existing licenses from support can only occur as a result of retiring those licenses. In these circumstances, the customer is required to provide certified evidence of license decommissioning.

Continuous cover

Software Assurance cover must be applied continuously from the invoice date of the associated license. If cover is allowed to lapse, reinstating the cover requires the lapsed periods to be paid in arrears to a maximum of 2 years plus the current year. If software assurance is not purchased initially and then purchased subsequently, this is considered a lapsed period. This applies to Software Assurance only, not to Premium Support.

Termination

The customer may terminate support at any time by providing thirty days written notice. Upon receiving a termination notice, Nintex will provide written confirmation of the termination date and refund the unused portion of any prepaid fees, rounded down to whole months.

Renewal grace period

Support services will continue to be available to customers for a period of up to thirty days after the renewal date in the event that payment has not been received or processed before the renewal date. This provision is at the total discretion of Nintex, subject to assessment of good-faith and intent to pay. Such extension of service does not alter the cover period or price of the renewal.

Product Support Lifecycle

Nintex will provide feature updates for the current version and the preceding major version (N-1) of all Nintex products. In the absence of a superseding major version, feature updates will cease five (5) years after the final major version was first released for general availability. All other Nintex Support services and resources will continue to be available to customers on retired product versions for as long as support subscriptions are renewed.

Version updates must be applied

Software fixes will be made available via product version updates. Customers must accept and apply the latest update in order to fix any reported bugs or issues.

Additional Benefits**Non-production licensing**

Software Assurance subscribers – each production license covered by Software Assurance is granted one equivalent non-production license while the cover is in effect.

Premium Support subscribers – each production license covered by Premium Support is granted an unlimited* number of equivalent non-production licenses while the cover is in effect. (*Fair use policy applies)

Temporary migration licensing

Software Assurance subscribers are entitled to run multiple major versions of the software concurrently during major version migrations. Temporary migration licenses are available free of charge within the Support contract period, for a maximum of twelve months. For periods exceeding twelve months, additional Support cover must be purchased for the temporary migration licenses.