



## Support Program



### Workflow Automation

Pliant’s unified platform for IT Process Automation simplifies how ITOps, DevOps and SecOps teams can quickly develop and deploy workflow automation in response to the demands of complex IT processes.

By transforming API code into low-code building blocks, Pliant enables IT organizations to build sophisticated workflows that automate complex business and IT processes in minutes – not weeks or months.

### Support Functionalities

Pliant provides for the following support functionalities at the addresses and telephones numbers provided:

Documentation: <http://docs.pliant.io>

Support Portal: <https://support.pliant.io> or [support@pliant.io](mailto:support@pliant.io)

Support Phone Numbers: +1.833.754.2681

Support Hours: 24x7x365

### Submitting Support Requests

All support requests (incidents and change requests) need to be reported by submitting a ticket in the Pliant Support Portal (the “Support Portal”). This enables for all required information to be properly logged and tickets can be routed in the fastest and most efficient manner. The Support Portal provides all information about the progress and status of raised tickets. In addition to the Support Portal, support phone numbers are made available to directly communicate regarding any support related questions (the “Support Phone”). Critical incidents reported in the Support Portal have to be followed by a phone call to the Support Phone in order to immediately determine the best communication line while handling the ticket.

## Support Process

After submission in the Support Portal, Pliant will analyze the ticket and, if applicable, try to reproduce the incident or evaluate the completeness of the information provided. If Pliant determines the root cause of the incident is the Software, Pliant will resolve the issue according to the assigned Severity Level. If the root cause of a reported incident is deemed to be an external failure (i.e. the root cause is not the Software), Pliant shall inform Licensee of such fact and Pliant will have no obligation to resolve such issue. However, in such cases Pliant shall use reasonable efforts in supporting Licensee in resolving the incident, which may involve a professional services engagement.

## Software Lifecycle – Modern Policy

Pliant will use reasonable efforts to provide customers at least 90 days' advance notice in the event it removes any material features or functions of the Service in a manner that negatively impacts customers' use of the Service. Notifications will be made in the Release Notes section of the Service, and advance notice will be made for customers who sign up for email notifications via support. Pliant may make material modifications on less than 90 days' advance notice if required to fix a security issue.

Products and services governed by the Modern Lifecycle Policy are supported as long as customers stay current as per the servicing and licensing requirements published for the product or service and have the rights to use the product or service. Pliant will provide a minimum of 24 months' prior notification before ending support for products governed by the Modern Lifecycle Policy without providing a successor product or service, excluding free products, services or preview releases.

To stay current, a customer must accept all servicing updates and apply them within a specific timeframe.

## Maintenance Windows

For SaaS use, in order to keep the Software running smoothly, updates and fixes are regularly released. Any maintenance that needs to be performed to the Software shall be announced to Licensee at least two weeks in advance. Exceptions can be made at the discretion of Pliant in relation to urgent security updates or issues that are causing critical production issues or severe security threats.

## Full Support

Pliant provides customers full support along their journey to automation. The following support and availability metrics are provided to customers as part of their subscription:

## Performance Metrics – SaaS-hosted platform

<b>Performance Metric</b>	<b>Metric</b>	<b>SLA</b>
Overall SaaS-based platform	Availability	Less than 5 hours of downtime a year
Single command / block execution	Time to execute	less than 200 milliseconds
System performance	Performance at max flows	All performance metrics are based on max flows

## Support Metrics

<b>Online Incident Management</b>	System 24x7 access to Pliant’s online support management portal, including web support, online case management, and access to knowledge base articles
<b>15 business day API integrations</b>	Pliant takes vendors publicly available API and converts it to action blocks
<b>Automatic Platform Updates on SaaS hosted platforms</b>	Pliant will automatically upgrade hosted instances on a monthly basis to the latest Generally Available version, typically within two weeks of the release date.
<b>Platform Updates on premise hosted platforms</b>	On-Premises upgrades are manual but included in the subscription

## Support Response Times

<b>Severity Level</b>	<b>Problem</b>	<b>Initial Response Time</b>
<b><i>Critical / Highest</i></b>	Pliant is not operating and critical line of business systems are affected.	2 Hours
<b><i>High</i></b>	A condition in which the Software is disrupted, but there is some capacity to operate and conduct the Software.	4 Hours
<b><i>Medium</i></b>	A condition whereby the Software has experienced a partial, non-critical loss of functionality.	8 Hours
<b><i>Low</i></b>	A condition whereby functionality of the Software is not affected, but a change is desired solely for aesthetic, “look and feel,” or similar reasons.	48 Hours

## Severity Levels

### **Critical / Highest**

Critical production case examples include:

- The Pliant UI is not accessible
- All workflows on the system fail to execute

### **High**

High priority incidents include:

- Multiple workflows failed to execute
- Critical business workflow(s) are not functioning
- Workflows not completing in previously observed timeframe

### **Medium**

Medium priority incidents include:

- Issues on non-production platforms
- User interface performance degradation causing limited operational impact
- Integration requests to support new APIs

### **Low**

Low priority incidents include:


- Questions on configuring workflows
- Queries on using the API
- Integration queries, for example, using third-party authentication or other configuration questions

Pliant believes moving at the speed of digital business requires a fundamental change in how companies deploy and manage technology. A rapidly changing and complex infrastructure demands a platform that provides initial automation of provisioning and reduction of human error as well as ensures compliance and automate real-time mitigation of issues. Pliant's unified platform for IT process automation simplifies how ITOps, DevOps and SecOps teams can quickly develop and deploy workflow automation in response to the demands of complex IT processes. By transforming API code into low-code building blocks, Pliant is able to **Automate, Secure and Transform** all of your business' digital processes.

 <https://pliant.io/>

 [info@pliant.io](mailto:info@pliant.io)

 +1.833.754.2681

 One Boston Place,  
Suite 2600  
Boston, MA 02108