

JMO Customer Support Handbook

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Welcome to JMO Customer Support

JMO Technical Support provides enterprise-class support for mission critical applications and processes for our customers. Our support team is dedicated to ensuring you receive the highest quality of customer service in a timely fashion.

JMO Technical Support offers you:

- › Rapid and friendly response to your requests
- › Knowledgeable support staff
- › Timely responses and resolutions to known JMO software or solution problems

Our Mission

Our Mission is to provide Best-in-class customer support that accelerates the application development life cycle and leads to software delivery optimization.

Hours of Operation

Normal support hours for JMO Technical Support services are Monday - Friday, 9:00 am - 5:00 pm Eastern Standard Time. [After hours](#) support is available, at an additional fee that is described later in this handbook.

How to Contact Us

Email:

This service gives you direct one-to-one access to our support team via email. Your email is automatically distributed to a support representative. This service is intended for [normal](#) or [significant](#) issues or questions on software functionality.

support@jmo-systems.com

Web Support

This service will give you access to our new web based support center logging and tracking tool. This service is intended for [normal](#) or [significant](#) service issues.

<http://www.jmosystems.com/SupportCenter>

Critical Phone Support

This service gives you direct one-to-one access to our support team via phone. This is intended for [critical](#) service issues. This option will give you access to the first available representative. In the event all representatives are busy, you will receive the call return message. You can choose to leave a message or hit star (*) to return to the main message, and retry option 5.

905.224.6200 Option 5

Call Return

This service will enable you to leave a detailed message and have a support representative return your call. This service is intended for [normal](#) or [significant](#) service issues.

905.224.6200 Option 2

After Hours Service Plus

This is JMO's after hour service that enables you to reach a support representative outside of regular support hours. This service is intended for [critical](#) service issues. A charge of \$150.00 will apply for the call, and a charge of \$150.00 for each hour of service will be invoiced the next business day.

905.224.6200 Option 2 Followed by Option 7

JMO Knowledge Base

JMO created the knowledge base with one goal in mind - easy access to information. Log in to search the Frequently Asked Questions or download and view software and hardware documentation.

Customers receive their login and password for the knowledge base when they complete their order for a JMO maintenance contract.

If you do not have a valid login please email JMO Customer Support at support@jmo-systems.com and request one.

Tech Connect Instructional Video

JMO has begun to utilize instructional video's as a method of providing assistance for your day-to-day operation of JMO's software solutions. The Tech Connect link is available through the JMO Knowledge Base.

Product Support and Maintenance Terms and Conditions

You can view and download the [JMO Customer Support Terms and Conditions](#).

Assigning a Priority to the Problem

Incoming incidents are evaluated for priority and derived from the customer’s view of the criticality of the problem. The priority defines time frames for resolution and escalation potential. The priority level will need to be agreed upon between you and the Technical Support engineer taking the case.

Priority Level Definitions

Priority Level	Condition
Critical	An incident that results in a critical business impact ; may be assigned to an incident where the customer experiences; <ul style="list-style-type: none"> (i) A complete or substantial loss of service (ii) Real or perceived data loss or data corruption
Significant	An incident that results in a some business impact where the customer experiences; <ul style="list-style-type: none"> (i) The functionality of the software is adversely affected, but can be circumvented with manual or work around process. (ii) Certain functions of the software are disabled, but the software remains operable.
Normal	An incident that results in minimal business impact where the customer experiences; <ul style="list-style-type: none"> (i) No loss of service (ii) No significant effect on usability of software. <p>This level is most typically used for questions, comments, enhancement requests, or any other general inquiry. These types of issues should be logged electronically using one of our electronic methods of contact.</p>

Note: Please report critical issues using the [Critical Phone Support](#) method to ensure JMO can respond as quickly as possible. If the critical issue is outside of normal support hours, you may utilize the after hours support option, however additional charges will apply.

Problem Response and Resolution Goals

The following table outlines the response and resolution goals that we strive to achieve for customer incidents.

Priority Level	Response Time	Initial resolution time	Final resolution Time where applicable
Critical	2 Business hours	All commercially reasonable efforts until resolution is reached, typically within 15 Business days	Next product or service Pack release
Significant	6 Business hours	20 Business days	Future product or service pack release
Normal	1 Business day	45 Business days	Future product or service pack release

Contacting JMO Customer Support

When you receive a confirmation or renewal notice of your service contract, JMO will confirm registration of your Primary Contact (PC) and your Authorized Technical Contact (ATC). Only primary contacts (PC) or authorized technical contacts authorized to be contacting JMO technical support.

Primary Contacts

Primary contacts are the managers who will be overseeing the contract, managing the authorized technical contacts, receiving product and upgrade notifications and receiving renewal notifications.

Authorized Technical Contacts

Authorized Technical Contacts (ATC) are callers listed against a support contract and are essentially the technical contacts that would be calling for product questions and support.

Adding Authorized Technical Contacts

The primary contact can call their JMO account manager to append or change the list of ATC's.

Telephone vs Electronic Communication

We recognize that customers have different preferences for communication. We will do our best to accommodate each of our customers' specific preferences. Our goal is to ensure that when our customers have [critical](#) support issues, that direct access to a support representative via telephone is possible without delay.

Reporting a Technical Support Case

Only PC (primary contacts) and ATC (authorized technical contacts) are authorized to report a technical support case to JMO technical services. When reporting a problem, prior to contacting JMO you should;

Define the problem as specifically as you can.

It is very important that you be as specific as possible in explaining a question to our support team so they can provide you with exactly the right solution. Being able to answer the following questions will help us resolve your software problem:

- Identify company name and PC or ATC name.
- What version of software were you running when the problem occurred? Please include all relevant products such as operating system, mobile device type, printer model etc.
- The time and date the problem occurred.
- Report the operator (indago desktop or mobile login name) who encountered the problem.
- What process the problem occurred during.
- Has the problem occurred before or is this an isolated incidence?
- What steps led to the failure?
- Have any changes been made to the system (hardware or software) other than those JMO would be aware of?
- Were there any messages or other diagnostic information produced? If yes, what were they? It is often helpful to have screen shots or message numbers available.

Customer Service Quick Reference

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support@jmo-systems.com

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Web Support

<http://www.jmosystems.com/SupportCenter>

This service will give you access to our new web based support center logging and tracking tool. This service is intended for normal or significant service issues.

Critical Phone Support

905.224.6200 Option 5

This service gives you direct one-to-one access to our support team via phone. This is intended for critical service issues. This option will give you access to the first available representative. In the event all representatives are busy, you will receive the call return message. You can choose to leave a message or hit star (*) to return to the main message, and retry option 5.

Call Return

905.224.6200 Option 2

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After Hours Service Plus

905.224.6200 Option 2 Followed by Option 7

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Software Change Requests

A PC (primary contact) can issue a software change requests (SCR) for additional functionality or software enhancements. The SCR will be reviewed by JMO and submitted back to the PC for review.

How to Submit a SCR

Have your PC submit a SCR using the webform at www.jmosystems.com/scr. JMO will review the SCR form and reply with a course of action.

Support for 3rd Party Products

Some JMO products or solutions are built using software or hardware products from other vendors. Although JMO works closely with these vendors, we do not exercise direct control over issues or problems directly related to their operation. When JMO determines that the root cause of a technical support issue is with one of these vendors, and JMO can not directly determine a resolution, JMO reserves the right to defer the issue to the vendor directly.

Motorola Repairs and Service

Repairs and service of Motorola hardware such as mobile computers or wireless infrastructure can be made by:

- » **Telephone:** 1-800-653-5350
- » **web:** <http://support.symbol.com/support/supportcentral/>