RouteSmart Online Technical Support Policy

RouteSmart Online is a cutting-edge web application designed to streamline route optimization and planning processes for businesses and organizations. To ensure seamless operations and assist users in maximizing the benefits of RouteSmart Online, RouteSmart Technologies offers comprehensive technical support services. This overview provides an outline of the technical support offerings for RouteSmart Online.

24/7 Monitoring and Troubleshooting

RouteSmart Technologies is committed to maintaining the reliability and performance of RouteSmart Online. As such, a dedicated team continuously monitors the application 24/7 to promptly identify and address any potential issues. In the event of a failed job submitted to RouteSmart Online for route processing, the monitoring system triggers immediate alerts, prompting our skilled technicians to engage in troubleshooting and resolution.

Key Features of 24/7 Monitoring and Troubleshooting

- Continuous monitoring of RouteSmart Online to ensure optimal performance.
- Prompt detection and notification of failed job submissions for route processing.
- Rapid response by experienced technicians to troubleshoot and resolve issues related to route processing.
- Proactive identification of potential bottlenecks or system anomalies to prevent future problems.

Technical Support During Business Hours

RouteSmart Technologies recognizes the importance of responsive assistance to end users during their regular operations. Questions or concerns regarding routing results will be addressed during normal RouteSmart Technologies business hours posted on our website at https://www.routesmart.com/services-support.

Key Features of Technical Support During Business Hours

- Availability during standard business hours to cater to users' needs and queries.
- Experienced support personnel to offer expert advice and assistance.
- Answering questions related to routing results or challenges related to route planning using RouteSmart Online
- Timely communication and updates regarding ongoing support cases.

Communication Channels

RouteSmart Technologies facilitates effective communication with end users to ensure a seamless technical support experience. Users can connect with the technical support team through multiple channels, including:

Email: Users can send inquiries, problem reports, and support requests to a dedicated email address.
Phone: A dedicated support hotline is available for users to directly communicate with our technical support experts.

Please refer to our website at https://www.routesmart.com/services-support for more information on how to contact us via email or phone.

Service Level Agreement
RouteSmart Online is backed by a Service Level Agreement (SLA). The SLA for RouteSmart Online and other RouteSmart Technologies SaaS hosted products can be reviewed via trust.routesmart.com.

Response Procedures, Resolution Definitions, and Support Request Examples
RouteSmart will respond to and resolve support requests according to the following severity levels and response times. Examples of support requests are also included.

Severity Levels

High - Major system or service outage/degradation resulting in critical impact to business operations and no workaround available.

Medium - Significant system or service impairment with potential large business impact. Workaround available.

Low – Minimal system or service impairment with minor business impact.

Response Times

For High severity issues, RouteSmart will respond within 2 hours and work continuously until resolved or a workaround is provided. Resolution target within 4 hours.

For Medium severity issues, RouteSmart will respond within 4 business hours and work to resolve issue or provide workaround during normal business hours. Resolution target within 1 business day.

For Low severity issues, RouteSmart will respond within 1 business day and work to resolve during normal business hours. Resolution target within next release of RouteSmart Online.

Resolution is defined as a permanent fix, workaround or action plan that results in restoration of RouteSmart Online to normal operations and performance. RouteSmart will keep clients updated on status throughout the process using communications channels and frequency of updates as it determines appropriate in its sole discretion based on the severity of the issue.

Examples of support requests and severity levels

High Severity:

- RouteSmart Online platform completely unavailable and inaccessible
- Critical functionality not working (e.g. unable to view or edit routes in Dispatch mode)
- Security breach

Medium Severity:

- Significant performance degradation making RouteSmart Online difficult to use
- Specific feature malfunctioning (e.g. unable to optimize routes)
- Intermittent errors when accessing or using RouteSmart Online

Examples of support requests and severity levels (continued)

Low Severity:

- ○ Cosmetic errors that do not impact usability
- ○ Help or documentation issues
- ○ Feature enhancement requests

Summary

RouteSmart Technologies is committed to delivering exceptional technical support for RouteSmart Online users. With 24/7 monitoring and troubleshooting capabilities, as well as dedicated support during business hours, users can confidently utilize RouteSmart Online for their route optimization needs. By offering multiple communication channels, RouteSmart Technologies ensures effective collaboration and timely issue resolution, enabling users to optimize their operations and achieve their business objectives.