

# Support Workflow

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## About this document

This document provides information on the AppsAnywhere Service Level Agreement (SLA) and technical assistance provided for products, services, and AppsAnywhere Cloud.

AppsAnywhere specialize in innovative solutions for software distribution and delivery within the education sector.

As part of these innovative solutions, AppsAnywhere endeavour to provide their partners with the highest possible level of technical support.

## Scope of support

As part of individual customer agreements, AppsAnywhere products and services are covered under the standard support contract. Customers are expected to fulfil reasonable troubleshooting tasks before contacting support. AppsAnywhere reserves the right to request a customer to upgrade their current product version to resolve a known problem.

Unless specifically agreed otherwise, AppsAnywhere expects customers to be responsible for:

- Operating systems, security updates and third-party applications (not applicable when using [AppsAnywhere Cloud](#))
- Maintaining Database backups, tuning, storage etc. (not applicable when using [AppsAnywhere Cloud](#))
- Packaging and provisioning of applications
- Implementation of solutions within a reasonable time frame
- Providing log files, screenshots and/or any other requested information
- Maintaining a level of user training consistent with operational requirements

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AppsAnywhere provides support for use of the supplied server and client software. It is expected that the customer will handle 1<sup>st</sup> line end-user support, and that trained staff will escalate support calls to AppsAnywhere.

Support is only available on supported versions of AppsAnywhere provided products, details of which are available on [Product End of Life / Support Policy – AppsAnywhere Support](#).

Please note:

In some situations, requested work may carry a charge. Under no circumstances will this type of work be undertaken without explicit agreement from the customer.

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## Division of responsibility

Providing AppsAnywhere is hosted in AppsAnywhere Cloud (recommended), customers are only responsible for AppsAnywhere front end configuration and user access (limited responsibility).

When hosting in a self-hosted datacentre, the customer is responsible for maintaining the underlying infrastructure as well as the front-end application (full responsibility).

The following diagram illustrates the areas of responsibility, according to the type of deployment:

Area	Cloud	Self-hosted
AppsAnywhere product software	AppsAnywhere	AppsAnywhere
Information and databases	AppsAnywhere	Customer
Operating systems	AppsAnywhere	Customer
Physical/virtual hosts	AppsAnywhere	Customer
Physical/virtual network	AppsAnywhere	Customer
Physical/virtual datacenter	AppsAnywhere	Customer
Cloud Delivery infrastructure	AppsAnywhere	N/A
Cloud Delivery App licensing	Customer	N/A
Pre-packaged apps	AppsAnywhere	AppsAnywhere
Customer user apps/packaging	Customer	Customer
AppsAnywhere front end configuration	Customer	Customer
End user devices	Customer	Customer
Accounts and identities	Customer	Customer
Identity and directory infrastructure	Customer	Customer

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## Remote Access

It is essential that AppsAnywhere support has remote access to AppsAnywhere servers for the purposes of support (not applicable when using [AppsAnywhere Cloud](#)).

To prevent delays in resolution time and for effective investigation, AppsAnywhere Support recommend an unattended VPN and Remote Desktop access solution.

More information is available on the [Remote Access documentation](#).

## Disaster recovery

It is expected that self-hosted customers will take reasonable steps to ensure the backup and recovery of all customer servers and data used in service delivery. As a minimum, the following must be in place for AppsAnywhere to assist with continuity of service in a disaster recovery scenario:

- Backup of appsets and the Cloudpaging repository
- Backup of SQL databases (not applicable when using [AppsAnywhere Cloud](#))
- [Remote access](#) to servers and associated data stores (not applicable when using [AppsAnywhere Cloud](#))

## Notifications

All customers should follow (subscribe to) the links below to receive notifications of releases, features, and service announcements.

1. [Latest Releases & Announcements – AppsAnywhere Support](#)
2. [Knowledgebase Articles – AppsAnywhere Support](#)

It is also recommended to follow

1. [Community Forum – AppsAnywhere Support](#)

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## Service Level Agreements (SLAs)

### AppsAnywhere Support SLA

Priority	Initial Response	Resolution/Workaround
Urgent	2 hours	8 hours
High	4 hours	5 days
Normal	8 hours	10 days
Low	12 hours	15 days

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Please note:

- The SLA only applies to [opening hours](#)
- 1 day is equal to 13 hours and 30 minutes (09.00 – 22.30 UK time)
- Tickets submitted outside of normal office hours are handled at the start of the following business day, at which point the SLA will start.
- Urgent support requests must be raised by telephone in addition to a support ticket being raised.
- The customer must identify to the operator that they are raising an urgent support request.
- Response times may vary due to circumstances out of our control such as natural disasters, power outages etc.
- Delays in providing requested information or providing sufficient access to systems for remote support will “stop the clock” on the SLA.
- Requests for assistance packaging applications, do not fall under the SLA.
- Server upgrades and migrations are not included in the SLA.
- Customers self-hosting are responsible for contacting AppsAnywhere Support and arranging AppsAnywhere upgrades.
- For any service impacting changes or security updates, customers will be notified at least one working day in advance, and written approval is required for any change that will cause a significant service outage.

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## AppsAnywhere Cloud SLA

Additional to the AppsAnywhere Support SLA, AppsAnywhere Cloud includes the following agreements.

### *SQL Server/Databases*

The Microsoft Azure SQL Elastic Cluster standard tier PaaS (platform as a service) offering is used to host databases. Microsoft Azure provide a minimum 99.99% uptime availability for this service.

The SQL databases used by the AppsAnywhere products are configured with a backup policy of 7-day PITR (point in time restore), 24-hour difference backup, first backup of each week is retained for that week and the first backup of each month is retained for that month.

Alert rules are in place to notify the AppsAnywhere Support team of any backup failures should they occur. In addition, monitoring rules are configured to evaluate the Elastic Cluster usage and alert the teams if it reaches 80% of its available capacity for a sustained period.

### *Secure Download share*

The AppsAnywhere secure download share utilises the Microsoft Azure File shares on top of an Azure Storage account. Microsoft provide a minimum 99.9% read/write uptime for this service.

This storage account and file share is within the customers local Azure region and is LRS (locally redundant storage) only.

It is the customer's responsibility to ensure the structure of the Azure file share is documented and all contents are backed up (recoverable) should a failure occur. AppsAnywhere provide no backup service for the Azure file share and storage account.

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### *AppsAnywhere Online Portal*

Virtual Machines are configured to the recommend specification, using Premium SSD storage and a Load Balancer is used to provide traffic distribution between multiple Virtual Machines.

As there are multiple Azure services used to provide this component the overall Microsoft minimum uptime of 99.9% is provided.

Although AppsAnywhere Virtual Machines do not contain any critical information or data relevant to the service, the Azure Backup service is used as a precaution. The backup policy is configured to perform daily backups at 2am (time zone is set based on the customer's location). Instant recovery snapshots are held for 2 days, and daily backup points are on a 30-day retention.

### *Upgrades and Security Patching*

AppsAnywhere will maintain and upgrade all products, servers, components, and services in AppsAnywhere Cloud. See [Division of Responsibility](#) for more information.

Customers will be notified at least one working day in advance, and written approval is required for any change that will cause a significant service outage.

Instances hosted on AppsAnywhere Cloud will be upgraded by AppsAnywhere.

- Upgrades will be applied within 6 months of release.
- Notice will be provided 2 weeks in advance of an upgrade being applied.

Further information is available on [Upgrading an AppsAnywhere appliance](#).

### *AppsAnywhere Precache File share*

Customers are responsible for the creation and maintenance of their own local AppsAnywhere Precache files share as per the latest requirements from [Network File Share](#).

**This is a mandatory requirement to achieve optimal performance on managed devices.**

### *Monitoring*

Monitoring rules are in place to highlight any security, platform, backup, or storage issues.

Alert rules are in place to notify the AppsAnywhere Platform and Support teams if any triggers are raised by any of the monitoring rules.

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## Contacting AppsAnywhere Support

AppsAnywhere provide an online customer support portal and forum to encourage [approved users](#) to collaborate, share ideas and discuss common problems. It is advisable to refer to the forum and subsequent knowledge base before submitting a ticket as there may be an answer, workaround, or solution already available.

Customers can contact AppsAnywhere Support using the following methods:

Method	Contact
Web Portal	<a href="https://support.appsanywhere.com">https://support.appsanywhere.com</a>
Email	<a href="mailto:support@appsanywhere.com">support@appsanywhere.com</a>
Telephone	+44 (0)113 8800 128 +1 855 642 9118

## Opening Hours

The standard working hours for support are:

- Monday - Friday | 09.00 - 22.30 (UK time)

With reduced or no coverage during bank holidays in England, Wales, and the state of North Carolina. Additionally, AppsAnywhere is closed for the period between Christmas and New Year. Starting at the end of the last working day before Christmas day and reopening on the first working day in the new year.

Outside the standard working hours, customers can still raise tickets via one of the methods above. These will be handled and prioritized during standard working hours based on the [Support Workflow](#) and [Service Level Agreement \(SLA\)](#).

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## Submitting a request

Access is only permitted for approved users and is configured during customer onboarding. New users must be requested by a user within the organization that has access to AppsAnywhere Support. See [New AppsAnywhere Support User Accounts](#) for more information.

When raising a support request/incident, provide as much information as possible to help the Support team in diagnosing the issue and providing a solution as quickly as possible. Support request/incidents are raised via one of the [Contacting AppsAnywhere Support](#) methods.

Urgent request/incidents should be followed up with a telephone call as per the [SLA](#). All request/incidents should include the following information (where applicable):

- A title/subject that accurately summarises the request/incident
- Product Area
- Platform - hardware and operating system
- Description of the incident (including error messages and the circumstances under which the incident occurred, including the events and actions leading up to the incident)
- Steps to reproduce - sequential steps that can be followed to reproduce the issue
- Frequency - how often does the incident occur, when did it start to occur, where does it occur and when was the last occurrence
- Priority - how urgent is the Incident in relation to your operational processes
- Additional information and/or files (e.g., log files, copies of the appset, screenshots)

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Please include log files whenever possible when contacting the Service Team, ensuring the full log is provided and where applicable an extended version. The full logs can be found via the [AppsAnywhere Log Files – AppsAnywhere Support](#) article. Files can be delivered either attached to a ticket via the online customer support portal or attached to emails. Large files can be provided using our secure ftp site.

Prior to adequate and relevant information being provided to investigate an incident the service level agreement (SLA) will not start.

Once a ticket has been submitted (either online or via email) an email is sent to the customer to acknowledge the ticket and provide the customer with the reference number. If an email is sent and the customer does not have an account on the support email a second email is also sent to the customer prompting them to create an account. Users can self-register [online](#) by emailing [support](#).

## Managing support tickets

Customers can view, update, and manage support tickets via the online customer support portal.

Whenever a response is sent to a customer that requires their attention, the ticket status is set to "Pending" to indicate that it is awaiting customer feedback.

Whenever a customer response is acknowledged (i.e., the action is transferred back to the AppsAnywhere Support), the status is changed to "Open".

Each time a ticket is updated the customer is informed via an automatically generated email.

By default, customers will only see tickets they are involved with. Specific users can be given permission to see all tickets for an organization. This is available on request.

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## Closing a ticket

Once a solution or workaround has been provided, a ticket will be set with the Solved status. The ticket can be reopened if required.

The ticket is then marked as Closed, four days after being set as Solved. It is not possible to reopen a closed ticket, but a follow up or new ticket can be raised if action is required.

Once a ticket has been closed, a feedback request may be sent to the requestor to rate the ticket in reflection of how the ticket was dealt with and if the response was satisfactory. All feedback is greatly appreciated.

## Escalating a ticket

To escalate a ticket, provide feedback or raise visibility and the importance of a ticket, please use the following contacts:

- Matthew Williamson (Head of Support) [matthew.williamson@appsanywhere.com](mailto:matthew.williamson@appsanywhere.com)
- Marcus Paul (Director of Service Delivery): [marcus.paul@appsanywhere.com](mailto:marcus.paul@appsanywhere.com)
- Designated Account Manager: [firstname.lastname@appsanywhere.com](mailto:firstname.lastname@appsanywhere.com)

## Levels of technical support

### 1<sup>st</sup> line

This is the first point of contact for customers, and it is where simple questions/tickets are resolved. This line of support is used to check the knowledgebase and determine whether it is a known issue. If reproduction is not possible the Analyst will contact the customer and request more information

### 2<sup>nd</sup> line

Analysts at this line of support are skilled technical staff and have an in depth understanding of AppsAnywhere. The primary functions of 2<sup>nd</sup> line support are replication, diagnosis and analysis of issues escalated from 1<sup>st</sup> line support.

If an issue cannot be reproduced an informed decision may be made to determine whether investigation should continue at this stage or if the ticket should be escalated. Any issue not resolved on 2<sup>nd</sup> line support is escalated to 3<sup>rd</sup> line support, which is development.

### 3<sup>rd</sup> line

Issues that require a change in code or significant backend diagnostics will be escalated to 3<sup>rd</sup> line support. AppsAnywhere support will constantly liaise with development on the progress of each issue raised to keep the customer updated with progress. A ticket is either resolved and passed back to support or escalated through development as a software fault/development request. Once a ticket has been escalated to development, every effort will be made to provide an accurate timescale of when and how a solution can be provided.

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## Ticket statuses

Tickets are assigned one of the following statuses.

### *New*

This is the default status assigned to a ticket. At this stage, the ticket is waiting to be categorised and assigned to an AppsAnywhere Support Analyst.

### *Open*

At this status, tickets have been assigned and are being investigated. Tickets will notify and escalate internally if there has been no update to the customer.

### *Pending*

Whenever a response is sent to the customer that requires their attention the ticket status is set to "Pending" to indicate that it is awaiting customer feedback. The customer is notified and followed up at intervals. If there is no response after 16 days, the ticket may be marked as solved.

The [SLA](#) is paused on this status.

### *On-hold*

This is an internal status, used when a call has been scheduled.

### *Solved*

A ticket is set to "Solved" when a solution or workaround has been provided.

### *Closed*

A ticket is set to "Closed", four days after being marked as solved.

## Ticket priorities

When a ticket is submitted, a priority is assigned by AppsAnywhere unless clearly stated by the requestor. The assigned priority can be changed during the resolution process and is based on business impact.

The following criteria is applied when setting a priority:

Priority	Definition	Impact
<b>Urgent</b>	An emergency resulting in complete loss of service or a major component of the software itself being rendered inoperable. An incident report can be provided if this occurs.	All or many users are affected.
<b>High</b>	A problem resulting in a limitation to a major process or function of the system, without resulting in a complete loss of service.	Users may or may not be affected. Functionality is less than optimal but can continue.
<b>Normal</b>	A minor problem, issue or technical inaccuracy which is non-critical and of minimal impact to everyday operations. A workaround is available to bypass the problem.	Functionality can continue with low or no impact.
<b>Low</b>	A basic question, minor problem or documentation error which can be easily circumvented or avoided.	Low impact to end users, with no loss of functionality.

## Stages of support

Once a ticket has been submitted there are three main stages to resolving it. At all stages feedback is provided as to the outcome of the investigation.

### Stage 1 – Log and Assign

A ticket is logged, and an email receipt is provided containing the ticket number. Once the ticket is assigned to an agent, the status is set to "Open", and a priority assigned. Initial investigation and information gathering will begin.

### Stage 2 – Replicate and Diagnose

This stage is where attempts are made to reproduce and diagnose the cause of the incident. If the incident can be reproduced, a workaround or temporary fix will be provided where applicable. If the issue cannot be reproduced, we will request additional information or use remote access tools to replicate the incident in the customer's environment.

It is imperative that all relevant and required information is provided at this stage to allow full investigation. Delays in providing information may "stop the clock" on the SLA.

### Stage 3 – Provide Solution

A solution or an update to the software will be provided to resolve problems. Solutions can be provided in the form of an answer to a question or in a new release of the software. If a ticket has been identified as a software fault, a workaround will be provided until a new version that contains a fix is released.

Feature/change requests should be logged by customers in the [AppsAnywhere Feedback Forum](#) for them to be reviewed by the AppsAnywhere Product Manager. Requests logged via support tickets will be closed with a note directing the customer to the [AppsAnywhere Feedback Forum](#).

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## Support workflow

The below diagram shows the flow of a support ticket:

- [AppsAnywhere Support Flowchart](#)