

TracEI Support Handbook

How to request and work with EvoSys support for TracEI

This handbook explains the TracEI technical support experience: how to request support, how cases are handled, severity and response targets, and how customers can help progress a case efficiently. The applicable contract or service schedule takes precedence if there is any conflict.

1. Purpose and Scope

EvoSys provides technical support for TracEI to help customers report, investigate and progress service-impacting issues.

- **This handbook covers:** requesting support, support case handling, incident severity, response targets, case updates, customer responsibilities and escalation.
- **Support includes:** initial intake and triage, first-line troubleshooting, infrastructure/platform investigation, and coordination of application or product defect investigation where required.
- **Contract precedence:** support entitlements and any customer-specific commitments remain governed by the applicable agreement and service schedule.

Support is provided across the full TracEI service, with no standard exclusions. Support extends to the boundary of each external integration - for example, if a call to a connected banking system fails or returns no result, that is treated as an external-system issue rather than a TracEI support case.

2. When to Contact Support - Case Types

Contact TracEI Support when you need assistance with a technical issue affecting the use or operation of TracEI. TracEI classifies support requests into four case types, each with its own response model:

2.1 Incident

An unplanned event or unexpected system behavior that disrupts, degrades, or threatens to disrupt your ability to use the platform in a production environment - for example, a service outage, a failed batch job, data inaccessibility, or severe performance degradation. Incidents are evaluated against the Severity 1–3 framework in Section 5.

2.2 Issue

A report that a platform feature or function is not behaving as documented or expected, without constituting a production outage - functional defects, configuration questions, unexpected process results, or a gap between documented and observed behavior.

Priority	Description	Initial Response	Update Cadence	Resolution Target
High	Significant functional defect affecting multiple users or a key workflow	4 business hours	Every 2 business days	Next scheduled patch or agreed interim fix

Priority	Description	Initial Response	Update Cadence	Resolution Target
Standard	Functional defect or behavior question with limited operational impact	1 business day	Weekly	Next scheduled release cycle
Low	Cosmetic, documentation, or minor usability issue	2 business days	As needed	Backlog-prioritized

2.3 Cloud Assistance

A request for the support team to perform a routine operational task or provide guidance on the hosted environment that does not involve a change to production configuration or code - for example, a log download, an environment restart, or an access or connectivity question.

Initial response	1 business day
Handling	Single-owner ticket, routed to the Cloud Operations team
Communication	Updates provided within the case record as work progresses; no formal severity tiering
Resolution target	Typically same-to-next business day, depending on the nature of the request

2.4 Cloud Change

A request for a controlled modification to your hosted production or non-production environment - infrastructure scaling, environment configuration changes, certificate or credential rotation, scheduled maintenance windows, or similar changes that carry operational risk and require formal authorization before execution.

Initial response	1 business day
Authorization	Requires sign-off from your designated Security Contact (or equivalent authorized approver) before execution against production
Scheduling	Performed within an agreed maintenance window; standard changes may be pre-approved as a class
Communication	You are notified of the scheduled execution time; confirmation issued on completion, including any rollback outcome if applicable
Resolution target	Per the agreed change calendar; expedited changes handled case-by-case

Incident severity levels (Section 5) apply to Incidents only. Issues, Cloud Assistance and Cloud Change requests follow the response models above rather than the Incident response clocks.

3. Requesting Support

Submit a support case, including any diagnostic files, by emailing **TracEISupport@evonsys.com**. This keeps all case-relevant information consolidated in a single thread. For a critical production incident, submit the case immediately and ensure an appropriate customer contact remains reachable while the incident is active.

A dedicated support portal is planned for a future release, which will become the primary channel and support larger file attachments than email currently allows. Until then, email is the primary method for all support requests and diagnostic submissions, including large files.

Any user within your organization - employee or contractor - may raise a support case; no designated or pre-authorized contact list is required.

Information to include:

- Clear summary - what is not working and what you expected to happen
- Business impact - who is affected, the scale of impact, and whether critical business work is blocked
- Affected environment - for example production, test or another relevant environment
- Timing - when the issue began, whether it is ongoing, and the relevant time zone
- Reproduction details - steps to reproduce the issue, if known
- Recent changes - deployments, configuration changes, integrations or other changes close to the start of the issue
- Evidence - relevant error messages, screenshots, timestamps and log extracts that can be shared safely
- Workaround - any temporary workaround already identified and whether it is acceptable
- Contact details - a person who can answer questions and support testing during the investigation

Do not include passwords, secrets, private keys or other credentials in a support case.

4. How a Support Case Is Handled

1. **Submit** - the customer creates a support case with the available impact and diagnostic information.
2. **Acknowledge and classify** - Support reviews the case, confirms the request type and evaluates the incident severity where applicable.
3. **Investigate** - Support performs triage and troubleshooting, coordinates deeper platform or product investigation as needed, and may request additional information or testing.
4. **Update** - the customer receives progress updates at the frequency associated with the case type and severity.
5. **Resolve and close** - Support communicates the resolution, workaround or agreed next action and closes the case when the support activity is complete.

Severity may be reassessed if the business impact changes during the lifecycle of the case. Customers should update the case promptly if the impact materially increases or decreases.

5. Incident Severity and Response Targets

Severity is based on business impact and the extent to which TracEI functionality is unavailable or impaired. The targets below define the initial support response and minimum case-update frequency for Incidents.

Severity	Typical impact	Initial response	Case updates
Sev 1	Production down or critical business impact	Within 15 minutes of case submission, 24x7	Every 8 hours or agreed frequency
Sev 2	Major feature/function disrupted, significant user impact	Within 1 business hour, Standard Business Hours	Every 1 business day
Sev 3	Feature not working as documented, delays some tasks	Within 2 business hours, Standard Business Hours	Every 5 business days

6. Support Availability

- **Severity 1 Incidents:** support response is available 24 hours a day, 7 days a week, 365 days a year.
- **Severity 2 and Severity 3 Incidents:** initial response targets apply during Standard Business Hours - 10:00 AM to 7:00 PM IST, Monday to Friday, excluding official India and Sri Lanka public holidays. A Severity 2 or 3 case received on a holiday is actioned on the next business day.
- **Other request types:** Issues, Cloud Assistance and Cloud Change-type requests follow the response models in Section 2, separate from Incident response clocks.

7. Customer Responsibilities

Effective support depends on timely collaboration between the customer and EvonSys. Customers can help accelerate investigation and resolution by:

- Providing accurate business impact, environment and reproduction information when the case is submitted
- Keeping a knowledgeable contact available for high-impact incidents and responding to reasonable requests for information or testing
- Providing relevant diagnostic evidence through approved channels and avoiding the transmission of credentials or unnecessary sensitive information
- Informing Support of material changes in impact, environment or symptoms while the case is active
- Testing a proposed workaround or resolution when reasonably requested and confirming whether normal operation has been restored

Client Response Times

The table below sets out the response required from you once TracEI Support requests information or action on an active case, and the consequence if that response is not received.

Severity	Client Response Required	Otherwise, This Action Is Taken
Severity 1	Within 1 to 4 business hours	Case is downgraded to Severity 2
Severity 2	Within 5 to 8 business hours	Case is downgraded to Severity 3
Severity 3	Within 5 business days	Case is closed

8. Escalating a Support Case

You may request escalation of a support case of any severity if its progress or quality is unsatisfactory - for example:

- The reported problem has a high impact on your production system
- The problem negatively affects a project schedule or milestone
- The case has not been assigned to a support engineer in a timeframe that reflects the business impact described
- The quality of the responses received is unsatisfactory

How to request escalation:

Reply on the active support case, or contact the TracEI support channel, and request escalation. Include:

- Business impact, including relevant dates and whether any project milestones are affected
- Technical impact - whether the problem affects users' ability to use the system, the environment affected (development, test, staging, production), and the number of users affected

Escalation process:

Once a case is escalated, a support lead is assigned to oversee it and will:

- Develop a communication plan
- Develop a technical action plan for rapid resolution, engaging other internal teams as required
- Provide continuous progress updates
- Act as your advocate through to resolution

Customer-facing escalation is managed through the support process rather than through individual employee contact details, to ensure continuity and traceability of the case.

9. Resolution and Case Closure

A support case may be resolved through troubleshooting guidance, a workaround, a configuration or operational action, a product correction, or an agreed plan for a future change. Support will communicate the outcome and any customer action required before closure.

If the same problem recurs after closure, contact Support through the normal support channel and reference the previous case number. Support will determine whether to reopen the original case or create a new one cross-referenced to it.

10. Definitions

Term	Meaning
Incident	An unintended event that causes service outage or business impact and is evaluated against the Severity 1–3 criteria in this handbook.
Issue	A feature or function not behaving as documented or expected, without constituting a production outage.
Cloud Assistance	A routine operational task or guidance request that does not change production configuration or code.
Cloud Change	A controlled, authorized modification to a hosted production or non-production environment.

Term	Meaning
Initial response	The time from case submission to direct support engagement, measured according to the applicable coverage period.
Case update	A progress communication on an active Incident at the minimum frequency shown for its severity, unless another frequency is mutually agreed.
Standard Business Hours	10:00 AM to 7:00 PM IST, Monday to Friday, excluding official India and Sri Lanka public holidays.

11. Support Handbook Use

Keep this handbook available to the customer teams who may need to report or manage TracEI support cases. Before an urgent need arises, confirm that your team knows the support channel and who will act as the primary customer contact during a critical incident.

This handbook describes the standard TracEI support process. Customer-specific contractual terms, service schedules or written support commitments take precedence.