



Support Policy

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Powered by Simpson Associates



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1. Purpose

This document defines the support framework for **RedactXpert**, a fully managed SaaS solution delivered by Simpson Associates. It outlines how incidents, service requests, and platform issues are managed to ensure reliable, secure, and high-quality service delivery.

2. Service scope

This policy applies to:

- **RedactXpert** SaaS production environments
- Core platform functionality, including redaction processing and user access
- Standard service support (excluding professional services or custom development)

Simpson Associates is responsible for:

- Platform availability and infrastructure management
- Maintenance, updates, and monitoring

3. Support channel

All support requests are raised using the web portal, the location of which is contained in the welcome pack. The portal is available 24/7. For **Individual** accounts, the named and registered user on the account is the only one who can raise a request. **Team**, **Organisation**, and **Enterprise** accounts can designate up to 5 support/admin users within their organisation to act as service administrators who have access to raise support tickets via the web portal. All requests must be logged as a ticket for support to commence. If the web portal is unavailable, please refer to the escalation path detailed in a later section.

4. Support requirements

4.1 Support request requirements

To enable effective triage and resolution, customers must provide (**see below on sensitive data in tickets**):

- Description of the issue.
- Error message and steps to reproduce the issue.
- Platform URL / tenant.
- Users affected and impact.
- Screenshots, video capture, or logs (where applicable).

Requests lacking sufficient detail may not qualify for SLA response times.

4.2 Customer responsibilities

The customer is responsible for:

- Promptly reporting errors to Simpson Associates.
- Providing sufficient information for Simpson Associates to assess and resolve the issue.
- Following Simpson Associates' instructions regarding maintenance, upgrades, or troubleshooting.
- Assigning a designated service administrator as the primary Support contact.
- Implementing corrective actions at their facilities within a reasonable timeframe.

Additionally, the Customer must:

- Grant Simpson Associates reasonable access to personnel and systems for troubleshooting.
- Document and report all service errors or malfunctions to Simpson Associates in a timely manner.
- Assist Simpson Associates in reproducing errors through troubleshooting and diagnostics.

It is the Customer's responsibility to carry out procedures necessary at their facilities for the rectification of errors or malfunctions within a reasonable time after such procedures have been received from Simpson Associates.

4.3 Sensitive data in tickets

Customers must never share sensitive data within any support communication, including tickets and emails. This includes (unredacted) screenshots/videos of document contents, document names, search terms, label names, or any other data which may contain sensitive or personally identifiable information.

If this data needs to be shared, it should be anonymised or removed from the content before sharing as part of a support ticket.

5. Incident classification

Customers on **Team**, Organisation, or Enterprise accounts can raise the following ticket priorities:

Priority	Description
P1 – Urgent	Critical production issue including system unavailability affecting all users. No workaround is available. Examples include: • Application not available • Database failure • Critical Security Breach
P2 – High	Issue is persistent, affects many users and/or impacts core functionality or results in significant performance degradation. No reasonable workaround available. Examples include: • Significant performance degradation, such as extremely slow load times for a large number of users
P3 – Normal	Errors in functionality within the application often accompanied by workarounds or affecting some but not all users. Examples include: • Minor performance issues, such as occasional delays in email notifications • A bug affecting a small subset of users but not impacting core functionality
P4 – Low	Minor issues with the application or cosmetic errors or incidents which otherwise do not require immediate attention, rare errors that appear during unusual conditions or are otherwise unlikely in normal use, or errors which have a sustainable workaround. Examples include: • A minor inconvenience, like a delay in generating non-essential reports • Cosmetic issues, such as a typo on the website or a misaligned button

Customers on an **Individual** account are only able to raise service requests in the web portal.

6. Service level targets

6.1 Initial response times

Simpson Associates will use commercially reasonable efforts to meet the target initial response times for incidents and service requests, based on the applicable incident severity level (see **Incident classification**). First response refers to the first interaction with the Customer (via ticket) aimed at the diagnosis of the problem.

Priority	Target response
P1	4 business hours
P2	6 business hours
P3	10 business hours
P4	16 business hours
Service Request	None associated

6.2 Resolution or mitigation times

Issues are triaged, investigated, and resolved using a structured support process. Where immediate resolution is not possible, a workaround or mitigation will be provided. Continuous communication is maintained until closure.

Priority	Target Resolution
P1	4 business hours (or as soon as feasible or practical)
P2	8 business hours (or as soon as feasible or practical)
P3	As soon as feasible or practical
P4	None
Service Request	None

7. Support hours

Operating hours for the **Simpson Associates** and **RedactXpert** support team are 9:00AM – 5:30PM (UK Time) Monday to Friday, excluding UK holidays. Support will only be provided during this time.

8. Incident management process

The **RedactXpert** support lifecycle includes:

1. Ticket logging via support portal
2. Triage and priority assignment
3. Investigation and root cause analysis
4. Resolution or workaround
5. Customer validation and closure

Escalation paths are applied where incidents risk breaching SLA targets.

9. Service assurance & availability

RedactXpert is delivered as a **fully managed Azure-based SaaS service** with:

- Continuous monitoring of uptime and performance
- High availability architecture
- Business continuity and disaster recovery controls

Planned maintenance:

- Scheduled outside peak hours where possible
- Communicated to customers at in advance

10. Escalation

Escalation may occur:

- Internally across support and engineering teams
- Externally via customer escalation contacts or account managers

Escalation triggers include:

- Critical incidents (P1)
- SLA breach risk
- High business impact

Customers wishing to escalate issues with RedactXpert can do so by emailing info@redactxpert.ai

11. Governing terms

Support is subject to the RedactXpert Terms and Conditions (available [here](#)) and any other agreement entered between Simpson Associates/RedactXpert and the Customer, including the Order Form (together, the “Agreement”).

11.1 What is included in Support

- Assistance with troubleshooting incidents and triaging issues
- Help with workarounds and bug reporting
- Root cause analysis of problems that arise in the system
- Guidance on how to configure your customer tenant

Support is provided in the English language only and is available only during the Subscription Term as part of a Customer Order. Support is open to designated service administrators only for Team, Organisation, and Enterprise licence tiers. End-users will be redirected to a service administrator for that Customer.

11.2 What is not included in Support

- Support outside of an active Subscription and licence for **RedactXpert**
- Support provided in any language other than English
- Training on how to use the product
- Third-party authentication issues (including Customer Entra authentication issues)
- Third-party integrations or applications
- Local networking issues affecting access to the **RedactXpert** service
- Local proxy services
- Support for end users on the Team, Organisation, or Enterprise tiers
- Professional services
- Feature or development requests
 - We always welcome feedback on any new features or functionality that customers would find useful. In some cases, we may look to discuss this with you further to help our understanding of the problem/use case and consider it as part of our development roadmap. For the purposes of support, these are not included, but can be discussed as part of quarterly business/service reviews or with your **RedactXpert** sales representative.

12. Reporting & continuous improvement

Support performance may be reviewed via:

- Ticket volumes and trends
- SLA adherence
- Incident root cause analysis

Regular service reviews can be conducted for enterprise customers.

13. Fair usage

Support services are provided under reasonable use:

- Excessive or non-standard requests may require additional agreements

- Extended support needs may be transitioned to a managed service or project engagement

14. Policy governance

- This policy is subject to periodic review
- Updates are communicated to customers
- The latest version is available for download from our website