

How to work with

AIM Support

We're here to help you succeed!

[www.iaim.ca](http://www.iaim.ca)

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## 1. Overview

This document provides an overview of AIM support services, as well as contact information and best practices for collaboration.

## 2. AIM Support and Maintenance services

AIM offers the following support and maintenance services:

### AIM Standard Support

As part of our Standard Support offering, AIM provides maintenance and technical assistance for its products. Customers with an active maintenance and support agreement are entitled to receive assistance for the products covered under their contract.

AIM Standard Support includes:

- AIM Online Support
- Access to our support team by phone and e-mail during our defined support hours (see 3)
- Software updates, bug fixes, and patches for licensed products.

### Support for Non-AIM Products

Depending on the respective contractual regulations, we also provide support services for products of other manufacturers. The manufacturer is responsible for providing updates, bug fixes, and patches.



### 3. Availability and Languages

Our support team is available during the following business hours:

- **Monday to Friday from 09:00 to 17:00 (EDT)**  
(except on US/Canada national holidays)

It is possible to create a support ticket around the clock with our online support portal. You can also send us an e-mail or leave a voice message.

#### Online Support

The AIM Support Portal can be reached at:

- [Support Portal](#)

After logging in to the Support Portal, you have the option to:

- Create new tickets.
- Manage your existing tickets.
- Add additional information such as log files to your existing tickets.

You will automatically receive access to the AIM Support Portal upon closing a maintenance/support contract.

#### Telephone Support

You can reach our support team at the following number:

- +1 (226) 770-8911

#### Email Support

In general, there is the possibility of sending us an e-mail around the clock at:

- [support@iaim.ca](mailto:support@iaim.ca) or your designated support email address.

For contracted customers please use the designated support email assigned to you for opening tickets.

Our support team will be glad to assist you in the following languages:

- **English**

## 4. Severity levels and response times

Reported incidents are prioritized and managed based on severity. Severity levels indicate the urgency and impact of the reported case. A reported incident is also reviewed by our support team for severity and adjusted if necessary to give the incident a suitable priority.

Severity (and Priority)	Description	Response time*
<b>P1 (Urgent)</b>	<b>Operation preventing (critical) fault</b>  Availability of the contractual basis is not given, while the operation is interrupted or prevented or can no longer be executed.  <u>Examples:</u> <ul style="list-style-type: none"> <li>▪ Total failure of core components</li> <li>▪ Business processes are critically affected</li> </ul>	15 minutes
<b>P2 (High)</b>	<b>Operational obstruction</b>  Availability of the contractual basis is negatively affected, the operational sequence is not fully usable in its function, and individual functions have failed.  <u>Examples:</u> <ul style="list-style-type: none"> <li>▪ Basic functionalities are still available</li> <li>▪ Business processes are noticeably affected</li> </ul>	30 minutes
<b>P3 (Medium)</b>	<b>Slightly dysfunctional disturbance</b>  Availability of the contractual basis is impaired, while the operation is still largely functional.  <u>Examples:</u> <ul style="list-style-type: none"> <li>▪ Slow processing</li> <li>▪ Necessary multiple re-start (manual)</li> <li>▪ Fault in incremental operation</li> </ul>	30 minutes
<b>P4 (Low)</b>	<b>Slight disorder</b>  Availability of the contractual basis might be slightly reduced, but the use and usability are given. Malfunctions can be bypassed, or the usability has only worsened.  <u>Examples:</u> <ul style="list-style-type: none"> <li>▪ Functions not limited or only slightly limited.</li> <li>▪ General question about the product</li> </ul>	24 Hours

## 5. Reporting an incident

The following information should help you to get started using our support portal and help you report an incident. The following sections provide basic information and illustrations.

To communicate effectively, it is also necessary to name a certain number of contacts who should be given the right to open tickets with AIM support. These contacts are your interface to our support team and should have adequate technical knowledge to enable effective collaboration.

In general, we need the following information for the effective processing of your inquiry:

- What product/solution is affected? What version and release?
- Which OS/platform does it run on (for non-SaaS offerings)?
- A concise description of the incident
- Can the incident be reproduced and how?
- What effect does the incident have (priority - see above severity levels)?
- Already existing findings through the first analysis on your part
- Additional information such as log files, screenshots, and the like

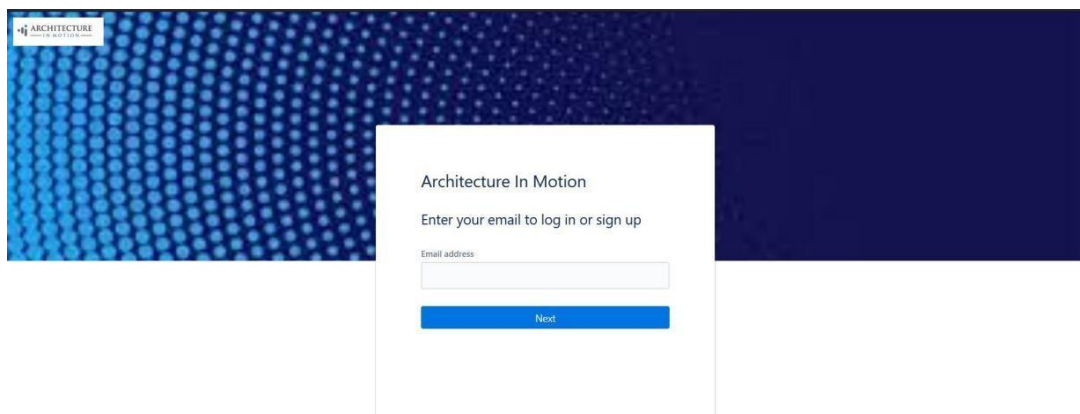
### Creating a ticket via our Web portal

Customers with an active maintenance and support contract receive an email that contains login information as well as a link. This link leads to the registration page of our support portal, and you will be asked to define a password for access to the support portal.

The support portal can be reached directly at the following URL:

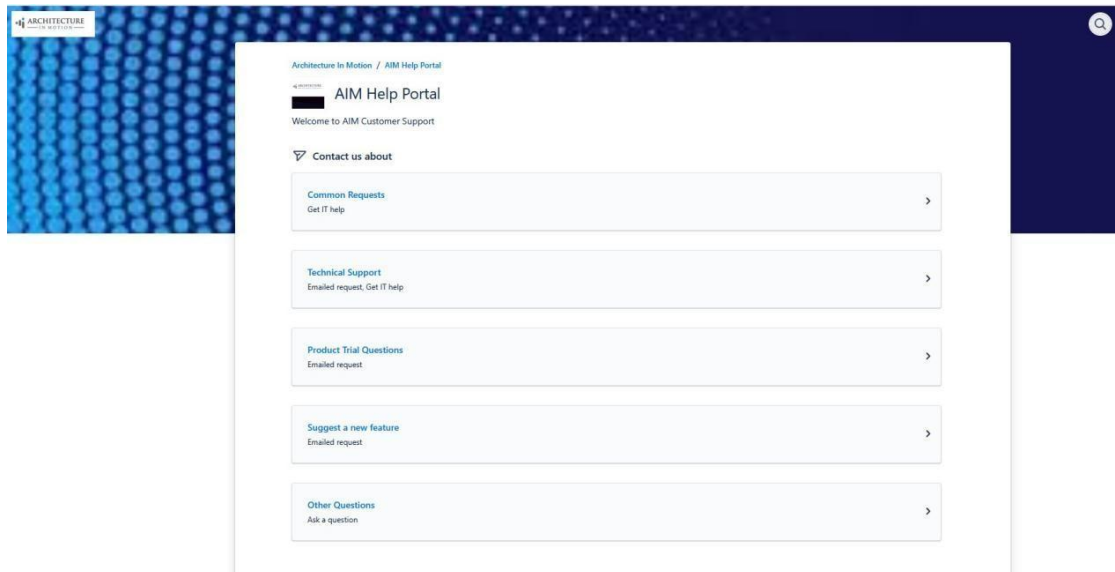
- [Support Portal](#)

Alternatively, you can also reach it through our support website using the link provided.



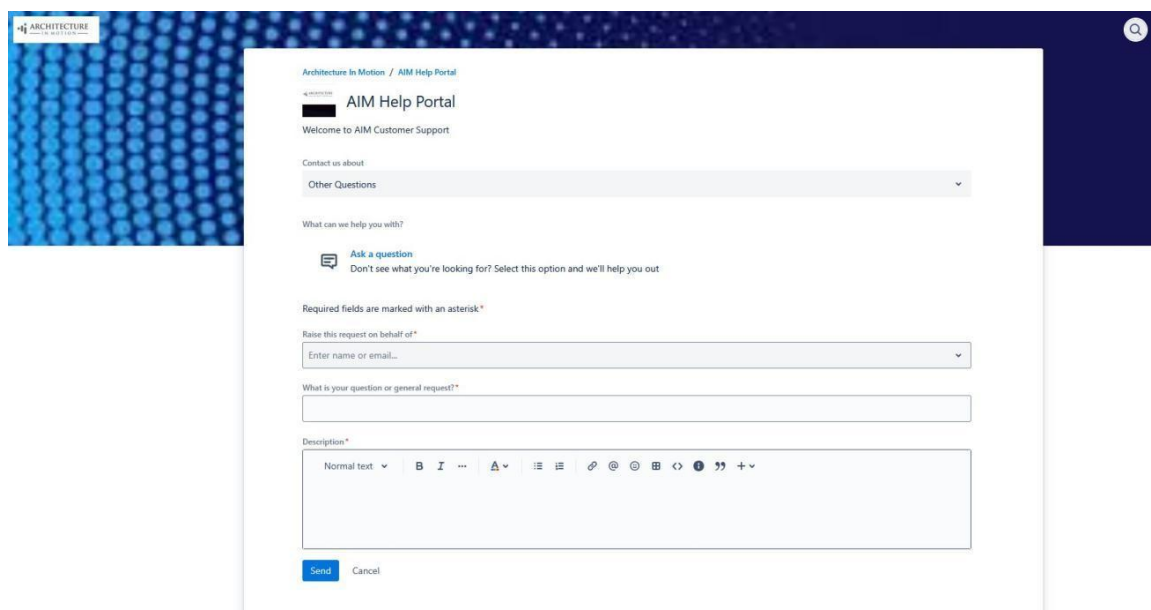
*Illustration 1: AIM Support portal login screen*

To register, please enter the credentials you provided during registration. The following screen shows a successful registration. Select the support service.



*Illustration 2: AIM Help portal Overview*

Here in after, the above mask will be described in more detail.



*Illustration 3: AIM Help portal on Overview*

**Essential functions:**

1 - Queries can be viewed here and settings for the user profile can be changed. You may also change your password. Furthermore, the search bar allows you to search the Knowledge Base before creating a ticket.

2 - This link allows you to report an incident. This will be described below.

To open a ticket, click on the link "Technical Support". Then the following input mask opens:

The screenshot shows a 'Create Ticket' form with the following elements:

- 1**: A dropdown menu titled 'What can we help you with?' with 'Technical Support' selected. The description below it says 'Need help installing, configuring, or troubleshooting? Select this to request...'
- 2**: A text input field labeled 'Summary\*'.
- 3**: A dropdown menu labeled 'Environment' with 'Custom' selected.
- 4**: A rich text editor labeled 'Description' with a toolbar and a large text area.
- 5**: A button labeled 'Browse' next to the 'Attachment' section, which also contains the text 'Drag and drop files, paste screenshots, or browse'.
- 6**: A dropdown menu labeled 'Product'.
- 7**: A dropdown menu labeled 'Urgency'.
- 8**: A blue 'Send' button and a grey 'Cancel' button.

*Illustration 4: Create Ticket*

**Description of the individual input fields:**

- 1 – Category: The request type can be adjusted here.
- 2 – Summary: Please enter a concise description.
- 3 – Environment Custom: Please select the environment from the menu.
- 4 – Description: The description should clearly show the incident to be reported. Information that describes how the error can be reproduced, and log files that provide additional information are important.
- 5 – Attachment: Here additional information supporting our analysis can be attached. These can be, for example, log files and screenshots.
- 6 – Product: Please select the product from the menu.
- 7 – Urgency: The incident to be reported can be given urgency here. Our support team will review these and make any adjustments, based on the contract and its contents.
- 8 – Send: Clicking this button completes the process of creating a ticket.

## 6. Privacy

Our privacy policy can be found at: [AIM Privacy Policy](#)