



**Technical Support**  
Arrangements



## Technical support arrangements

### 1. Contact procedure

Where the installation is a site-wide or network licence (multi-user), the client must nominate a single person as a focal point (plus a designated alternative) for all queries, updates and other support issues. This focal point will be responsible for transmitting any technical support requests to DSTL, monitoring the usage and providing the resolution feedback to the originator of the request. He or she may also act as the distributor and system administrator for software updates, documentation releases, technical advice information and other support material provided by DSTL.

#### **DST contact details are:**

**Telephone:** +44 (0)1635 299200

**E-mail:** [techsupport@decisionsupporttools.com](mailto:techsupport@decisionsupporttools.com)

- 1.1 DSTL contact numbers are manned during U.K. business hours by non-technical staff.
- 1.2 These staff will provide the first registry of any queries and will initiate the relevant technical response.
- 1.3 This initial contact must identify the licensee (including direct contact details), DST module or analysis area involved, installation configuration and a detailed description of the fault or concern. All queries are recorded and monitored on a database.

## 2. Scope of support

- 2.1 The email/telephone-based technical support is limited to 4 hours logged telephone and resolution time per year for single user licences, 20 hours for multi-user (up to 30 users) licenses, and 50 hours for 'unlimited users' (enterprise-wide) licences. The multi-user options assume routing through the designated focal point (see contact procedure above).
- 2.2 Technical support time resulting from faults in the software shall not be included in the limited telephone and resolution time described in clause 2.1. DSTL shall at its sole discretion determine and define which faults and technical support time are the result of such software defects.
- 2.3 Technical bulletins, support literature and documentation updates will be provided as and when relevant, including access to the DSTL technical support website, FAQ data, discussion forums etc.
- 2.4 Commercial licenses are annual, for defined users and subject to certification of competency by TWPL. In cases of termination before the end of the year, it is possible to replace the license, up to a maximum of once per user per year.
- 2.5 Minor software updates (i.e. v1.3 to v1.4) are provided and automatically issued within the software usage license. Major software upgrades (with substantial extra functionality, e.g. v2.x to v3.x) are subject to an upgrade charge but this will be offered to existing licensees to a preferential, discounted level for a 6 month period, and will be notified at least 3 months in advance.

## 3. Technical Response Performance

- 3.1 Initial response will be provided within 24 hours. If the problem or question cannot be resolved in this initial response, a time estimate will be provided for the likely resolution required.
- 3.2 DST Strategy Evaluator and cost/risk/performance optimisation tools are inherently complex (more than conventional database or information management systems). Investigation and resolution of potential problems can, therefore, involve detailed examination of underlying mathematical algorithms (not just computer code).
- 3.3 Clients will be given on-going progress reports and any changes to the estimated completion timescale for non-immediate resolutions.

## 4. Electronic communications & web-based support

- 4.1 E-mail is encouraged as the method of transmitting queries, to enable a clear audit trail. On-line DST support functions, are available via the company website at **[www.decisionsupporttools.com](http://www.decisionsupporttools.com)**. These include software downloads, updates and technical support information.
- 4.2 Known defects and reports of software problems will be posted on the technical support pages of the DSTL website.



# 5. Fees

- 5.1 The user and technical support for the software, as described in this document, is included within the Annual Right To Use (ARTU) licensing fee. This fee is set at a reducing rate for each successive contiguous year of usage, down to a base level for ongoing usage and maintenance.
- 5.2 If the Client chooses not to continue with a DST ARTU license, and subsequently wishes to re-start such a license, then the Client will be required to pay the appropriate fees for a first year ARTU for the renewed usage, thereafter reducing at the standard rate over the subsequent contiguous years.

