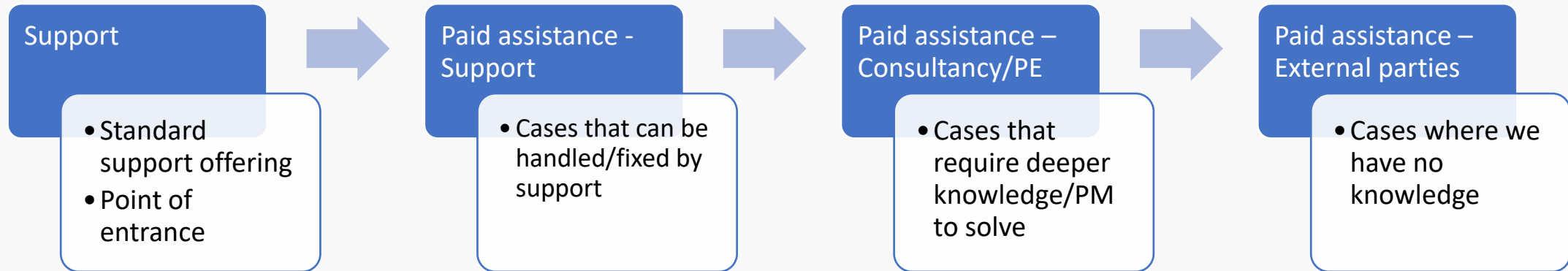




Dynamicweb support

Support and assistance offering

Order of touch point



Support and Services overview

	Product Support for the latest 2 released branches of Dynamicweb (e.g. 9.9 & 9.10)	Integration	Rapido/front-end Support for latest Rapido with bug fix in next release	Service request
Standard Support (included in license)	<ul style="list-style-type: none"> • Use of backend functionality • Best practice setup of Dynamicweb • Standard implementation • Dynamicweb templates • Bug and feature requests 	<ul style="list-style-type: none"> • Standard integration • Batch/live job configuration • Scheduled tasks • Import/export data • Release and management 	<ul style="list-style-type: none"> • Rapido bug reporting • Rapido bug investigation • Rapido feature requests • Rapido best practice • General frontend support 	<ul style="list-style-type: none"> • General questions / Forum • Documentation • Demo solutions • Access to Dynamicweb systems
Assistance (delivered as time and material)	<ul style="list-style-type: none"> • Support of older versions • Custom code investigation • Corrupt data • Custom functionality • Custom upgrades • Implementation assistance • Online training 	<ul style="list-style-type: none"> • Debugging connection issues • Connector service Plugin • Investigate bad data • Setup and installation • Troubleshooting • ERP installation for MS Dynamics 	<ul style="list-style-type: none"> • Custom Rapido bug fixing • Custom Rapido templates • Rapido version upgrade • Frontend implementing assistance • Investigations and bug fixing on custom implementations 	<ul style="list-style-type: none"> • SSL Certificate • External solution setup • Customer Data restore • DW Upgrade 9.x -> newest • Performance debugging Solution optimization • Load test

Product Support

- Standard support: (latest 2 released branches of Dynamicweb)
 - **Use of backend functionality** (how to use the Dynamicweb backend functionality)
 - **Best practice setup of Dynamicweb** (how to setup Dynamicweb)
 - **Standard implementation** (Implementation support except from custom functionality)
 - **Dynamicweb templates** (support of standard Dynamicweb provided templates)
 - **Bug and feature request** (reporting off bugs and feature request handling)
- Assistance:
 - **Support of older versions** (Debugging and investigation on older versions, not in standard support branch)
 - **Custom code investigation** (Investigate issues caused by custom functionality)
 - **Corrupt data** (Investigate and help fixing bad data, that may cause a solution to be unstable)
 - **Custom functionality** (Help to develop custom features and add-on functionality)
 - **Custom upgrades** (Upgrade solutions with custom modules)
 - **Implementation assistance** (Project based consulting)
 - **Online training** (Partner specific training in Dynamicweb)

Integration

- Standard support:
 - **Standard integration** (Setup and usage of Dynamicweb Integration Framework v2)
 - **Batch/live configuration** (Configure and build integration jobs)
 - **Scheduled tasks** (Setup and help on Windows and Dynamicweb task handler)
 - **Import/export data** (Setup and create mapping for importing and exporting data)
 - **Release and management** of new versions for integrating with external systems
- Assistance:
 - **Debugging connection issues** (Investigate and use Dynamicweb test tool for connection to external systems)
 - **Connector service Plugin** (Setup and configuration using Dynamicweb Connector Service)
 - **Investigate bad data** (Investigate and help fixing bad data clearing eg. from import jobs)
 - **Setup and installation** (Install code units, connector services etc. on remote systems)
 - **Troubleshooting** (Help and investigation on field mappings and import data files)
 - ERP installation and setup for MS Dynamics products
 - Troubleshooting

Rapido and frontend

- Standard support:
 - **Rapido best practice** (how to use and implement solutions with Rapido)
 - **Rapido bug investigation** (troubleshoot and investigate Rapido functionalities not working as intended)
 - **Bug and feature handling** (standard Rapido implementations with no customizations)
 - **General frontend support** (usage and functionalities in Dynamicweb standard templates and frontend)
- Assistance:
 - **Rapido bug fixing on custom solution** (support and assistance on changing Rapido functionalities where changes from standard is implemented)
 - **Custom Rapido templates** (project assistance customizing Rapido functionalities on a specific solution)
 - **Rapido version upgrade** (upgrade a solution to newer Rapido version)
 - **Frontend implementing assistance** (project assistance on Dynamicweb and Rapido frontend tasks)
 - **Investigations and bug fixing on custom implementations** (troubleshoot and investigate Rapido functionalities not working as intended on solutions where Rapido is customized)

Service requests

- Standard support:
 - General questions and forum posts
 - Documentation (advice best practice and how to find documentation for specific issues)
 - Dynamicweb demo (Request a demo on Dynamicweb latest versions)
 - Access to Dynamicweb systems (FTP solution access, documentation portal)
- Assistance:
 - Requests described in service desk section on [doc.dynamicweb](https://doc.dynamicweb.com)
 - Setup and installation on external systems
 - Custom data backup and restore (Requests for data from backup or to local solution)
 - Custom modules debugging
 - Help with performance and general debugging
 - Load tests

Questions and answers - 1

- We are experiencing a problem with combining products in PIM in Dynamicweb v. 9.3.1
 - *As Dynamicweb only supports the two latest releases the partner is requested to update the solution to the latest version of Dynamicweb before investigation and fixing can start.*
 - *If the problem is identified as a bug in Dynamicweb it will be fixed in a hotfix/next version of Dynamicweb. Both investigation and fixing is included in license but partner is responsible for the update.*

Questions and answers - 2

- We're building a webshop based on Rapido 3.4. The checkout page does not align and looks awful on iPhones
 - *Rapido supports responsiveness as defined in our non-functional requirements. If the device (iPhone) is listed there you can expect Rapido to adapt to the device.*
 - *Fixing the bug in Rapido and delivering the fix to the partner is a service included in the license.*
 - *However, if the solution/Rapido is customized that is templates or css has been changed then both investigating and solving the bug is a paid service or something the partner must do on their own.*

Questions and answers - 3

- We're building a B2B webshop for our client and in this we are trying to import products from NAV to Dynamicweb using the Integration Framework, but products do not transfer to Dynamicweb. Neither Rapido nor the Integration Framework is customized.
 - *If initial investigation shows that data is not sent to Dynamicweb from NAV then the problem is related to NAV's ability to deliver data.*
 - *Dynamicweb Support is not able to troubleshoot 3rd party systems. We therefore recommend the partner to contact Ciellos, fix it themselves or contact another ERP partner.. The services of Ciellos are paid based on an agreement between the partner and Ciellos, regardless if the solution is customized or not.*
 - *Should Ciellos find that this problem is caused by a bug in Integration Framework, Dynamicweb Support will register it. Such finding does not change anything regarding payment – the services of Ciellos are still payable by the partner.*

Questions and answers - 4

- We are about to go live with the webshop but experience poor performance
 - *Performance testing / measurement and investigation is always a paid service, if performed by Dynamicweb.*

Questions and answers - 5

- Customer would like to manage hosting in their own data center and request support to help install a new Dynamicweb solution.
 - *When working on external servers, time used on accessing 3rd part servers and infrastructure as well as time used on the actual task will be invoiced.*