Nexus Support Process Description

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Version history

Version	Author	Date	What changes were made, where
1.0	Nexus	08.2015	Creation, all
1.1	Nexus	11.2015	Explanation of the close status, 2.5
1.2	Nexus	06.2016	Swedish telephone number , 4.1
1.3	Nexus	06.2016	Added Change Process, 2.4
1.4	Nexus	09.2016	Product list update "Type" explanation added Update of the references, 1.1, 4.1.2
1.5	Nexus	02.2017	Minor changes in the named chapters, 1.1, 2.3, 2.5.5, 4.1
1.6	Nexus	03.2017	CI update, n/a
1.7	Nexus	05.2017	Adjustments based on the organizational changes and the updated SMPs, all
1.8	Nexus	09.2020	Changed Support Manager, 6.1.1
1.9	Nexus	02.2022	Deleted specific support portal information, 6.1.2
1.9	Nexus	02.2022	Deleted references, updated chapters, all
2.0	Nexus	05.2022	Change of logo, updated information, all

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1 About Nexus

IN Groupe-owned Nexus Group is an innovative and rapidly growing product company, developing identity and security solutions. Our technology helps organizations digitize their operations in a secure way by enabling e-commerce and online banking, managing physical and digital access, securing access control, provisioning access cards, enabling e-services in the public sector, and protecting communication between things.

The very basis of all security, both physical and digital, is the creation, management, and use of identities. We have enabled trusted identities for people, software and devices since 1984, and our technology is today relied upon by a large number of organizations and 100 million end users around the world.

Nexus's mission is to contribute to the formation of a secure society, and everything we do is guided by our core values: we care, we innovate, we are committed.

2 Support Mission

Support services aim at resolving reported incidents within the software and contribute to Nexus's mission to the formation of a secure society.

3 Support Organization

We have three locations for SW support: Sweden, Germany and France.

The teams are working closely together with the product development teams.

3.1 Service Tracking System

Our ticket tracking system is Jira Service management.

Tickets are classified based on products.

4 Support Process

Tickets created per e-mail end up in the general inbox queue. Tickets created in the portla will be directed to the product specific queue. Agents classify emailed tickets and move them to the corresponding queue.

All members of the support teams are checking the queues regularly. When a new ticket is in, a support team member takes over the ownership for the ticket. With that the ticket is assigned to a Nexus agent.

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4.1 Incident Management

Each agent is monitoring the tickets he is responsible for and works through the list of tickets according to priorities and due dates defined in the SLA.

In case additional information or clarification is needed the agent will contact the customer via ticket system or phone.

As soon as all needed information (plus e.g. if necessary cardware, middleware) is available the Agent tries to reproduce the failure in a Nexus reference environment.

Based on the incident analysis the agent might be able to solve the issue himself via configuration. If not a task for the corresponding product development team will be opened. A product development team member will take the task and do the source code analysis. The severity of the issue and the result of the analysis determines if a hot fix will be delivered or if the bug fixing will be implemented in one of the next product releases.

The customer will be kept informed via the ticket system about the progress.

4.2 Major Incidents

If an incident with the severity level A-critical or B- high has occurred, beside opening a ticket, in addition always a phone call should take place. The phone numbers to be called are pointed out in chapter: 5.1

For major incidents a work around will be delivered if possible.

4.3 Escalation of Tickets

To escalate a ticket the first contact is the Director of Support (for contact details see Director of Support:). Next escalation step is the responsible Key Account Manager (KAM).

4.4 Change Management

Enhancement or improvement tickets are handed over to the product owner or to the responsible Key Account Manager. Enhancements or improvements are customer requirements that cannot be labeled as faults in our software and are in addition to agreed functionality. Changes are handled in a special process that can be summarized in the following steps;

Activity	Description	Responsible Role
Is this ticket a change?	Determines if the ticket is a matter for the change process or the support process. If so, the ticket is placed in appropriate queue.	Support

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Activity	Description	Responsible Role
Describe the change	Describes the change in terms of a user story. The template Small SOW must be used for this purpose. The description is iterated in this step until it is considered adequate by Product Owner	KAM/TAM[1]
Determine scope, estimate and pricing	This step determines the scope of the change. The scope is then used together with the user story to create an estimate of the time/cost for the change.	Product Owner, TAM/KAM
Get acceptance for estimate and price from customer	KAM presents estimate and price to customer to get acceptance to proceed	KAM
Resources and planning	Product owner plans the development and assigns resources	Product Owner
Design and development	Development team designs, develop and documents the change	Product owner
Test	Development team test the change to specification	Product owner
Delivery	Development team delivers the change to consulting or support for deployment	Product Owner
Deployment	The change is deployed in customer environment,	Consulting
Acceptance	Customer accepts delivery	Consulting
Handover	Change documented and handed over to support for further maintenance. Finance is updated on invoicing	Consulting, Support

4.5 Feature Request

A feature request ticket will be closed with the answer from the Product Owner. The answer could be that the request is accepted or that it will be rejected. If the feature request was accepted, we will reopen the ticket as soon as the feature has been implemented in a release. With sending out the version number we will close the ticket again.

4.6 Ticket State

A ticket can have different states and the main states are Waiting for support, Waiting for Customer, Resolved and Closed. When a ticket is

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[1] TAM: Technical Account Manager

created, it gets the status Waiting for Support. When the ticket is assigned to an Agent at Nexus the state is Waiting for support and as soon as it is resolved, the state is Resolved and then Closed.

While working with the ticket we might use these states as well:

- Waiting for Bugfix: If the analysis is done and we are either waiting for a hotfix or waiting till the bugfix is planned to be implemented in a defined release.
- Waiting for Release: If the bugfix has been planned for a specific release.
- Pending: when tickets are assigned to other units (SaaS, Projects)
- Investigating: when tickets are being investigated by other teams (SaaS, Projects, DevOps)

5 Support Services

5.1 Access Details

Description	Contact Information Support
Nexus Support Portal	**https://support.nexusgroup.com/**
Email Support	**support@nexusgroup.com**
Telephone Support Germany	**+49 7243 5488 999**
Telephone Support Sweden	**+46 8 681 08 85**

Table 1: Access Details

5.1.1 Director of Support:

Pamela Kiewitt
E-Mail   Pamela.kiewitt@nexusgroup.com
Mobile   +46 79 061 04 16

5.1.2 Reporting tickets via Nexus Support Portal

Go to https://support.nexusgroup.com/and login with your given credentials, you will find a link to the support portal there. The ticket system will return a receipt confirming that we have received the report. The receipt contains a ticket number which will be used in all further communication about the matter.

5.1.3 Reporting tickets via e-mail

To report a new ticket create an e-mail message and send it to the appropriate e-mail address (see **Table 1: Access Details**)

Please include Customer name (only used for Partners), Product name, and a short, meaningful description of the Incident in the subject field of the e-mail.

Please include in the content of the email

- Name, direct telephone number, eMail address, Company name
- Software Release
- Severity level A, B, C, D see Ref. #1 chapter 9
- A detailed description of the Incident.
- Add log files/ screen shots if applicable.

Include only one report in each e-mail to helpdesk.

The ticket system will return a receipt confirming that we have received the report. The receipt contains a ticket number which will be used in all further communication about the matter.

5.1.4 Reporting tickets via phone

To follow up on the incident, either Nexus will open a ticket in the customer's name or the customer is asked to open a ticket via e-mail or the support portal.

5.2 Support Incident

1. Nexus, in its reasonable discretion, will determine what constitutes a support Incident. Typically, a support Incident is a situation where Customer needs remedial support focusing on one aspect of the Severity Levels A, B and C. In case a work around is delivered, the severity will drop automatically at least one level. Note that change requests, feature requests and non-significant effects or cosmetic inconsistencies with no serious impact on the usability of the supported product are not considered as a support Incident.
2. The support team consists of experienced support engineers that work closely with the product development team. Our support engineers will work with the issue until it is resolved. The Customer will be kept informed of work progress until the issue is solved. The Customer can also contact the helpdesk at any time for progress on their reported Incident, provided however that the Customer is entitled thereto per the Agreement.

5.3 Access to Updates and Hot Fixes

Major and Minor Releases will be uploaded to the download portal. Any other types of releases such as updates, service packs, patches or bug fixes, might be uploaded to the download portal. In cases where these types of releases are resolving a particular Incident at one Customer, they will be delivered by the helpdesk upon availability.

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6 Severity Levels

Critical: Severity level A **Incidents causing a Software failure or major disruption of the Software, where key functionality is unavailable.**
High: Severity level B **Incidents disturbing the Software functionality or decreasing the performance levels to an extent where the usability is severely affected.**
Medium: Severity level C **Incidents materially affecting the Software's functionality or usability, however not fulfilling the criteria for Incident severity level B.**