



nexus
INGROUPE

Introduction to Nexus Support

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PUBLIC
Nexus Group property

1. Who are we?
2. How and when can you contact us?
3. What information do we need from you?

Nexus Support

- **Opening times**
- Nexus standard support is open 08:30 – 16:30 on business days.
- Nexus Premium support and Nexus Enterprise 24x7 offer a hotline to call out of business hours/days

- **Organization**
- Technical product support in Sweden , Germany and France.
- Local service technicians in Sweden and Germany.

Technical product support

DESCRIPTION	CONTACT INFORMATION
Nexus support portal	https://support.nexusgroup.com
Email support	support@nexusgroup.com
Telephone number Germany	+49 7243 5488 999
Telephone number Sweden	+46 8 681 08 85

Hardware support, service & orders

Country	Telephone	Email
Sweden	+46-8-685 45 60	service.se@nexusgroup.com
Germany	+49 211 957 0790	service.de@nexusgroup.com

Support services for software

Your S&M agreement includes:

- Access to the support portal
- Access to the download area where all releases are published (upgrades) and where security patches are uploaded
- Access to doc.nexusgroup.com, our documentation site

Depending on your S&M contract, we can offer 24x7, regular support status meetings and statistics reports.

Support levels

First Level Support

- Delivers standard answers to commonly recurring questions.
- Assists with application-related issues arising during day-to-day use of the system.
- First point of contact for technical questions concerning a purchased product.

Second Level Support

- Deals with documented issues for which solutions or workarounds exist but which need to be handled on a user-specific basis.
- Assists with issues that require read or write access to the system.
- Handles more challenging issues that first level support is unable to resolve independently.

Third Level Support

- Responsible for dealing with new, as yet undocumented issues for which solutions need to be found.
- As a rule, third level support advises first and/or second level support staff.
- By definition, issues resolved by third level support become solutions for first or second level support.

Incident classification

The issue severity level is set based on the combined assessment of the impact and the urgency of the case

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

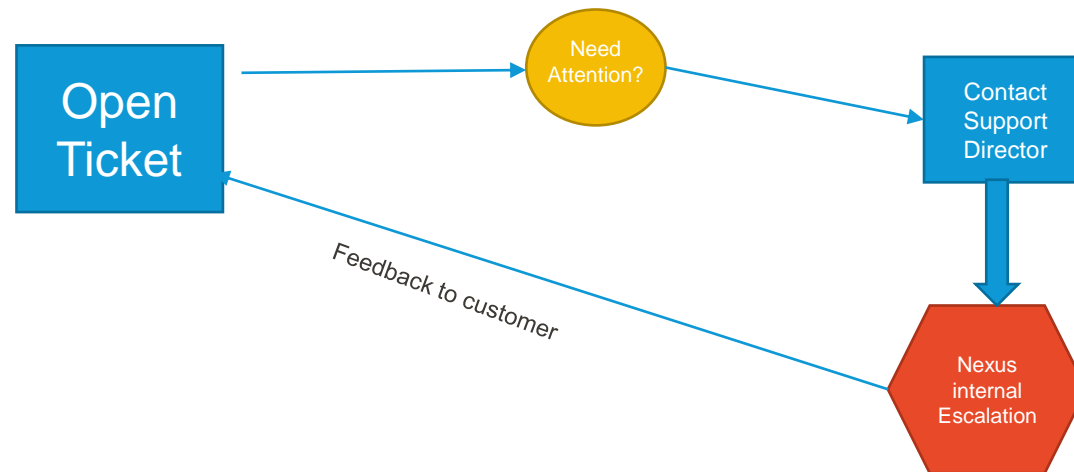
Incidents materially affecting the Software's functionality or usability, however not fulfilling the criteria for Incident severity level B.

Incident reporting

Incident Level	Action
Critical – Severity A	<ol style="list-style-type: none">1. Create a ticket by visiting our support portal support.nexusgroup.com and submit the case or by mailing premiumsupport@nexusgroup.com2. And contact 24*7 team member by calling the hotline
High – Severity B	<ol style="list-style-type: none">1. Create a ticket by visiting our support portal support.nexusgroup.com and submit the case or by mailing premiumsupport@nexusgroup.com2. And contact the support hotline during business hours by Calling the support number
Medium – Severity C	Create a ticket by visiting our support portal support.nexusgroup.com and submit the case or by mailing premiumsupport@nexusgroup.com Feel free to do a follow up call to the support hotline during business hours .

Escalations

- If you need to escalate an urgent issue, or need attention on a ticket please follow your escalation flow:
- **For direct customers and partners**, contact the Director of Support at Nexus.



Incident reporting – before creating a ticket

1. Check your infrastructure and all adjoining systems are functional before reporting to Nexus.
2. The fault or disruption should be lasting or reproduceable.
3. Always report via email or portal, where you get a ticket number and a timestamp of the report.
4. Describe the fault in detail, which product and version this is and make sure to add logs and screenshots, in general the more information the better.
5. Describe what consequences the disruption has → This is important for prioritization.
6. For Hardware issues or ordering of cards/hardware contact the service technicians or the reseller directly (email or telephone).

Minimum necessary information for ticket creation

- Product
- Product version
- Operating system
- Detailed error description
- Screenshots
- Logs
- Impact description (number of clients affected, production stop etc)
- Priority
- Information about any recent changes (service windows/systems affected)
- Did it work before? Has it ever worked?
- Have you had problems with this before?

Links

- About support, manuals and videos
<https://doc.nexusgroup.com/display/PUB/About+Nexus+Support>
- Nexus docs
<https://doc.nexusgroup.com/display/PUB/Nexus+Documentation>
- Support portal
<https://support.nexusgroup.com>
- Nexus Support and maintenance description
[Nexus support and process description.pdf](#)
- Support process description
[Nexus Support Process Description](#)
- Terms and conditions
<https://www.nexusgroup.com/terms-and-conditions/>



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