



# PROTECT YOUR INFORMATICS INVESTMENT

## PerkinElmer Informatics Standard Support Services

PerkinElmer's Standard Support Services will protect your investment and allow you to maximize your efficiency and effectiveness with the software. The Technical Support team's goal is to help you maintain your satisfaction with the software should any problems arise.

### Our Support Team

Our Support Team is highly trained in PerkinElmer Informatics products and possesses expertise in biology, chemistry, the life sciences and the information technologies our products support. In fact, many of our Support Specialists hold advanced degrees in the sciences and are familiar with laboratory operations and the individual needs of your scientific community. Our Support Specialists are organized by product technologies. Customers that have multiple products can expect to be working with multiple people when they contact PerkinElmer Informatics Support. A Custom Support offering is available for those interested in a dedicated, single point of contact in Support.

### Priority Levels

All cases are assigned to a Product Support Specialist and prioritized based on the severity and visibility of the issue. Support will attempt to troubleshoot the issue and provide a work around solution or they will file a defect in our defect tracking system for remediation. (See chart below for details.) Test Environments are also covered by Support, but will follow the Production Environment Low Priority Response Rate, Updates, and Target Resolution definitions for Critical, High, Medium and Low issues encountered in a test environment.

#### CONTACTING SUPPORT

There are a variety of methods available for contacting Support:

##### CHAT:

[Informatics-support.perkinelmer.com](https://informatics-support.perkinelmer.com)

##### WEB FORM:

<https://informatics-support.perkinelmer.com/hc/en-us/requests/new>

##### TICKET PORTAL

<https://informatics-support.perkinelmer.com/hc/en-us/requests>

##### COMMUNITY FORUM:

<https://informatics-support.perkinelmer.com/hc/en-us/community/topics>

##### IDEAS PORTAL:

<https://ideas.informatics.perkinelmer.com/>

#### HOURS OF OPERATION ARE AS FOLLOWS:

Monday-Friday: 8 AM - 8 PM EST, CET, and 9 - 6 PM JST (limited coverage available during regional holidays)

When you contact Technical Support via chat, web form, or the ticket portal, our ticket tracking system automatically generates your case number, and sends an auto-response indicating that your inquiry has been received. Please note that all Support is provided in English, Japanese and Chinese by default, but we may be able to accommodate other languages via chat.

## Resolution

We will use reasonable efforts to respond to requests and problems that reflect the urgency of the resolution of a request. A "resolution" can be any of the following: a work around, patch, hotfix, Service Release, or an action plan to address the issue.

## Software Maintenance Services

As a part of the maintenance feature of this service, we release major software upgrades that include both new features and fixed defects, as well as minor patch/service releases that include only bug fixes. New software releases will be made available to download for eligible customers from our web site. Customers who reported a bug to Support will be notified through their Support ticket when that defect is fixed in a new release. New release announcements are posted on the News section of our Support site where customers may also sign up for email notifications.

## Out of Scope Services

Standard Support does NOT include: Maintenance of a customer environment accessible to PerkinElmer, Scripting, programming, database design/implementation or Web development, or investigation and troubleshooting of a customer installed installation/migration.

Software Maintenance Services do NOT include: Installation of or migration to new software versions, defect remediation apart from mutually agreed critical defects delivered as part of scheduled core product releases, critical core defects fixed according to customer determined release timing and prioritization, defects fixed for customized software, or time required to catalog customized software defects.

## Self-Help

PerkinElmer Informatics Support also provides a number of self-help options. Our Support web site is available 24/7 to all users. Users can search FAQs, download manuals, review compatibility information and system requirements, and search and post questions to our online user Support Forum. For more information, please see: [www.perkinelmer.com/informatics/support/](http://www.perkinelmer.com/informatics/support/)

## We're Here to Help

Contacting Support using one of the methods listed above will ensure that your issue is tracked and that it is handled quickly and efficiently. We look forward to providing you with support should you need to contact us for help.

PRIORITY LEVEL	CRITICAL	HIGH	MEDIUM	LOW
<b>Definition</b>	The software becomes inoperable which prevents its use.	The software is not behaving as designed for at least 20% of the users.	The software is not behaving as designed for 1-20% of the users or the software is not behaving as designed for at least 20% of the users, but there is a work around solution.	The software is not behaving as designed, but there is a work around solution or the software is not behaving as designed for less than 1% of the users.
<b>Response</b>	1 business hour	4 business hours	1 business day	3 business days
<b>Status Updates to Customers</b>	Hourly	Daily	Weekly	As needed
<b>Target Resolution</b>	Hotfix or workaround	Hotfix or workaround	Service/major release or workaround	Major release or workaround

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For a complete listing of our global offices, visit [www.perkinelmer.com/ContactUs](http://www.perkinelmer.com/ContactUs)

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