

Nexprime HCM Product Support Plan

The Support Plan provides technical assistance to ensure customers can use Samsung SDS products normally by resolving issues that arise during their use. Samsung SDS receives and resolves these issues to support customers effectively.

Category	Task Item		Standard	Standard+
Technical Support	Support Channel		Support Portal	Same as left
	Support Hours		HQ Business Hours	Same as left
	Support Language		Korean, English	Same as left
	Technical Inquiry(General)		Utilize Manual/FAQ	Same as left
	Technical Inquiry (Bug/Error)		Online Support Channel	Same as left
	AMS Credit		N/A	Basic Credit Provided
Self-Service	Technical Material(Manual/FAQ)		○	Same as left
Upgrade	Regular Upgrades		○	Same as left
	Bug-fix, Hot-fix		○	Same as left
Severity	Response Time by Severity	Severity 1	2 hours	1 hours
		Severity 2	6 hours	4 hours
		Severity 3	24 hours	24 hours
		Severity 4	72 hours	24 hours
Additional	SLA		○	Same as left
	Go-Live Support		○	Same as left
Training	On-Boarding Training		○	Same as left
	Additional User Training		N/A	Requested up to 2 times per year
	Year-end Settlement Training		N/A(Provided once initially)	○(Annually)

1. General Terms

The general terms for the support services provided are as follows:

- Support Channel: To efficiently handle customer inquiries, we offer a web-based support channel.
- Support Hours: Initial response time is based on local business hours, excluding weekends and holidays.
- Support Language: Support is provided in Korean and English.

Channel	Details
Web	– Support Portal: https://support.samsungsds.com

- Response Time by Severity: Response time refers to the duration from when the user submits a support request to when the first-level agent receives it and provides an initial response to the customer.
- Processing Criteria by Severity

Severity Level	Criteria
Severity 1	A critical operational issue occurs (system downtime, I/F failure, etc.), affecting more than 50% of users accessing the system and causing significant service disruption.
Severity 2	A major operational issue occurs (response time delay, resource shortage, etc.), affecting 30–50% of users accessing the system and causing moderate service disruption.
Severity 3	A minor operational issue occurs, affecting less than 30% of users accessing the system and causing slight service disruption.
Severity 4	No issues exist on the operational server system, but client errors cause service disruption for some users.

2. Technical Support

The technical support provided as part of the customer support service includes the following:

- Technical Inquiries: Providing answers to technical questions raised by users or customers while using the software.
- AMS Credit: Credit used to receive operational and support services not included in the license fee. For Standard+ grade, additional AMS contracts are required once the included credit is exhausted for operational support

- Technical Material(TM): Providing product functionality and technical materials to customers and partners.
- FAQ: Providing frequently asked questions and answers to help users resolve issues.
- Upgrade Support: Regular upgrades
 - Online announcements of system changes due to tax law changes.
 - Distribution of compliance updates for changes in laws or regulations.
- Bug Fix and Hot Fix Distribution
 - Online announcements of error details and measures.
 - Distribution of Bug Fixes and Hot Fixes for error correction (Updates).
- Go-Live Support: Preparing for and supporting the opening of services after the implementation of Nexprime HCM for actual operation.
- On-boarding Training: Providing training to customer payroll/T&A admin to quickly adapt to the system at the initial stage of use (supported during the opening).
- Additional User Training: For Standard+ grade, up to two user training sessions per year are provided upon request.
- Year-end Settlement Training
 - For payroll service users, training is provided to customer year-end settlement admin before the year-end settlement season each year.

(Standard: provided once initially, Standard+: provided annually)