Nexprime SCM Support Plan

Nexprime SCM Support Plan offers services categorized into Standard and Premium grades.

- **Standard tier is included as the basic option.**
- **Premium tier provides:**
  - Priority response times categorized by severity level,
  - Credit-based plan result analysis and training services.

Category	Task Item		Standard	Premium
Technical Support	Support Channel		Support Portal (Web, E-mail)	
	Support Hours [1]		• Severity 1,2: 24H x 7D Support • Severity 3,4: 8H x 5D Support	
	Support Language		Korean, English	
	Technical Material		○	○
	FAQs		○	○
	Solver Feature Inquiry		○	○
	Root Cause Analysis(RCA) for plan result		-	○
	Training		-	○
Upgrade	Regular Upgrades		○	○
	Bug fix, Patch		○	○
Report	Regular Status Report		○	○
Response Time by Severity [2]	Severity 1	24H x 7D	2 hours	0.5 hours
	Severity 2		4 hours	1 hour
	Severity 3	8H x 5D	3 business days	1 business day
	Severity 4		6 business days	3 business days
Rate	Domestic / International		Included in SaaS subscription	20% of annual SaaS subscription

1) Support Hours: Initial response time is based on local business hours, excluding weekends and holidays.

2) 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.

Credit-based[3] plan result analysis and training service (only for Premium grade)

Category		Technical support details
Plan Result Analysis	Data Inquiry	• NSR Solver Operational Data Store • NSR-o9 Solver Mapping Guide
	Data Validation	• o9 Solver Input to NSR Inbound ODS Validation • NSR Outbound ODS to o9 Solver Output Data Validation
	RCA Analysis	• Short/Late Reason Analysis by Demand • Utilization Fulfillment Analysis by Resource
	Feasibility Analysis	• Feasibility analysis on Lead time violation, yield violation, NOH violation and others
Training Service		• Introduction and practical training of NSR functionality

3) Credit Allocation: Annual credits are allocated proportionally base on the scale of the subscription tier (subject to sales team verification).

Credit Validity: Credits are valid for use within the calendar year. Additional credits may be purchased upon depletion.

Credit Definition: 1 Credit is equivalent to one hour of standardized operational processing capacity.