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TeamMate Audit Solutions

# TeamMate support services guidelines

TeamCloud customers

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# TeamMate support services commitment

We are delighted to welcome you to the TeamMate family (hereafter, “TeamMate”, “we”, “our” or “Licensor”) and our support team looks forward to working with you to ensure a smooth running of your business operations, specifically as we are aware of the key role our products play in achieving your audit objectives. Our global support team consists of world class, skilled individuals who serve our customers around the clock and are your safety net for support issues pertaining to any of our core TeamMate products. The purpose of these TeamMate Support Services Guidelines (the “Guidelines”) is to set baseline and clear processes which make for a productive working relationship with our customers, manage expectations on both sides, and to assure our customers they are receiving the finest industry standard customer service.

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# 1. Contact Information

## 1.1 Support locations

TeamMate support operates a follow-the-sun strategy to provide full global coverage to our users. We have Wolters Kluwer support representatives based in all three major continents and covering all time zones.



## 1.2 Communication channels

### TeamMate Connect (web case)

For assistance with your TeamMate product, you can work with your local TeamMate Champion or visit TeamMate Connect (<https://www.teammateconnect.com/s/contactsupport>) to review knowledge articles and open or review a new or existing support ticket.

### Telephone (Priority 1 and TeamMate Connect registration issues only)

Please note our telephone channel is only used to address Priority 1 incidents, as defined in appendix 1.2 SLA Severity Criteria, and Connect Portal registration queries.

Table 1: Hours of Operations

Region	Support number	Hours of operation
Americas	+1 (800) 449-8112	Monday – Friday 8:30 AM – 7:00 PM (ET)
UK, Europe, & Africa	+44 20 3197 6555	Monday – Friday 8:30 AM – 5:30 PM (GMT)

Middle East	+971 45546636	Sunday – Thursday 9:00 AM – 5:00 PM (UAE)
Asia Pacific	+60 3 2024 8785 (English) +60 3 2024 8622 (English) +86 1058 6378 90 (Mandarin) +81 3 5427 1949 (Japanese)	Monday 0 Friday 7:00 AM – 6:00 PM (SGT)

Observed holidays: Wolters Kluwer TeamMate observes public holidays in the applicable support region/area.

## 2. Customer resources

### 2.1 Online customer portal

TeamMate Connect is our community space offering clients the opportunity to find useful resources. This customer portal offers the ability to log and track support cases, search our rich knowledgebase for known solutions, download documentation and software.

You can access the portal from this link: <https://www.teammateconnect.com/>

### 2.2 Product documentation

TeamMate has a dedicated content team that works to ensure our product documentation is kept updated and enriched to provide users with guidance in a simple and effective manner. We encourage our customers in all initial cases to first refer to our documentation for both technical and functional guidance in any area of the application. You can access the documentation directly through our software using the online help icon.

### 2.3 Knowledgebase

Our support teams are adding to and updating an existing and robust knowledgebase on an ongoing basis. As a customer, you can utilize the database to find known “How Do I” solutions, articles and videos, along with other key help topics to enable you to stay on top of any application related issues. All users who have access to TeamMate Connect can access the knowledgebase by using the *Get Help* option at the top of the home page.

### 2.4 Learning Center

The TeamMate Learning Center has courses and videos designed to help with TeamMate functionality and make the most of your expert audit solution. This is also available on TeamMate Connect.

### 2.5 TeamMate University

High quality courses for TeamMate users that are designed to get new hires up and running quickly, train your department on the latest features, and provide champions with the skills needed to help lead your department are available. CPE credits are also available for many of these courses.

Key benefits & opportunities of TeamMate University include:

- Learn best practices from our experienced and credentialed consultants
- Obtain valuable, high-quality training for new hires in a dedicated learning environment
- Establish mastery over the latest version of TeamMate
- Attend courses at state-of-the-art training centers
- Develop professional relationships with other TeamMate users

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## 2.6 TeamMate Services Marketplace

Expert on Demand provides TeamMate customers access to TeamMate experts when they have questions or need help. This service is designed to streamline the process of connecting you with a TeamMate Expert when you need them most. Establishing your service ahead of time eliminates the need to go through a procurement process every time you need functional help. Expert on Demand can assist with additional configuration requirements, set up new functionality, provide supplemental training and answer your “How do I” questions.

For more information: [TeamMate Marketplace](#)

# 3. Product updates

## 3.1 Release types

TeamMate provides two types of releases:

### **New version**

These are major releases (Month/Year) which often include new features and increased performance, to resolving defects and vulnerabilities. For example, TeamMate+ July 2022 release.

### **Update**

When and if needed, we deploy emergency patches which address critical vulnerabilities in the application related to security or work stoppage issues.

## 3.2 Availability and delivery

TeamCloud customers automatically receive the new version as part of their active license. Our TeamCloud environment regularly receives new version every two (2) months, with a 21-day notification provided prior to every update to ensure change management preparation time for our users. We expressly reserve the right to institute high priority updates with less or no notification, depending on the nature of the update and in our sole and absolute discretion. *Please refer to section 4.1 (TeamCloud Service) for more information.*

# 4. Service management

## 4.1 TeamCloud service

Our TeamCloud solution has data centers all around the globe giving our customers the option to choose the location that best suits their business needs. All data centers are SOC 2 certified. The environment is managed across three (3) time-zones and the team is responsible for all aspects of the platform including: product updates, managing server capacity and regular maintenance. Third party cloud vendors are used to leverage infrastructure resources and capability.

### **Service availability**

The software that is hosted as part of TeamCloud Services (the “Hosted Software”) will be provided using commercially reasonable efforts at least 99.5% of Available Time. “Available Time” means 24 hours a day by 7 days a week, inclusive of all public or national holidays, but excluding any maintenance windows or any unavailability due to: (a) scheduled or emergency maintenance outages; (b) interruption in third party networks; (c) Internet issues; (d) users’ failure to meet the minimum system requirements to access and use the hosted software; (e) user hardware or operating system failures or customer operator errors.

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### **Availability monitoring**

All servers are monitored 24/7/365 using various third-party tools including Microsoft System Center with alerts to TeamMate hosting support engineers (for example, excessive CPU, low disk space, application pool failures, and more). Monitoring tools confirm that system logins are available via the Internet in 5-minute intervals. Failure to login to the hosted software system within an interval will generate a system notification internally to the TeamMate technical teams and customers are informed depending on the facts and circumstances of the case, through web portal and email notifications. Our representatives work with other specialists (e.g., vendor development and/or third-party suppliers) to rectify the problem.

### **Security**

TeamCloud customer information is protected from physical risks and unauthorized access. Industry standard firewall, backup and data center security technologies and processes are in place and designed to maintain and keep data uploaded to TeamMate secure and safe. An independent third-party annual penetration test is conducted of the cloud solution for both infrastructure and application vulnerabilities. TeamMate Security and Development teams review the resulting reports and follow up on the findings. The cloud infrastructure is constantly monitored by our team of engineers for vulnerabilities using commercial vulnerability assessment solutions. The solution is also tested by a dedicated team of developers responsible for security within the application for vulnerabilities during all stages of the development, quality assurance and testing processes. TeamMate also commissions third-party audits and assessments to both help identify issues with our security controls and provide assurance to our customers. Wolters Kluwer participates in many third-party audits or assessments including an annual SOC 2, FedRAMP and HIPAA.

### **Security incident management**

The Incident Response Policy and process for TeamCloud ensures that all incidents are managed, that management personnel are involved, and that appropriate communications occur. Customers are notified of a confirmed security breach within 48 hours via email. All security incidents are managed by Wolters Kluwer's Security Team and have contracted with expert third-party security investigative resources to be available in the event their services are required. Wolters Kluwer will involve law enforcement when necessary.

### **Disaster recovery**

Relevant components of the data center operations and the TeamMate hosted software solution is configured in N+1 redundancy, allowing all primary systems to suffer failures without interrupting service to the customer. Systems are designed to provide 99.5% availability to customers using TeamCloud. Our disaster recovery program has a recovery point objective ("RPO") of twenty-four (24) hours. We have agreements with applicable vendors that, in the unlikely event of a total loss of the primary facility, the vendor rebuilds our infrastructure to an equivalent facility. This will be rebuilt using the previous night's offsite backups resulting in absolute minimization of loss of any data. The regional TeamMate+ TeamCloud data centers have disaster recovery sites (within the same jurisdiction). This has a recovery time objective ("RTO") of 72 hours and 24 hours with a RPO. Disaster recovery is not a customer specific process, is enterprise-wide and is tested at least once per calendar year.

### **Capacity planning**

TeamMate implements best practice cloud capacity planning strategies outlined below to regularly monitor and upgrade the environments as per usage trending requirements. The cloud operation team regularly reviews automated alerts and data generated through our standard monitoring, in place for all our hosted clients, on a regular basis to identify trends related to capacity and resources allowing proactive intervention and working to ensure service level continuity. TeamMate has benchmark thresholds in place to ensure that TeamCloud does not breach established computing capacity thresholds.

### **Upgrades and maintenance**

Whenever possible, we provide Twenty-one (21) days' notice, or more notice if reasonably practicable, will be given for new version upgrades and scheduled maintenance windows that will require user downtime. Advance notice will be sent to TeamMate Champions via the information the customer has provided to TeamMate. Effective notice

delivery requires the customer to keep TeamMate Champion information up to date. All upgrades to the TeamMate software are performed by TeamCloud operations staff; there is no user or user IT involvement required. As the hosting environment is a shared resource, all clients within a given data center are upgraded at the same time. We endeavor to schedule any maintenance that may affect user access during non-business hours. We reserve the right to perform emergency maintenance on the system at any time to protect our user's data or for other reasonable reasons in our sole and absolute discretion.

Table 2: TeamCloud service response times

	Initial response	Updates	Target resolution
Priority 1	2 hours	Every 2 hours	8 hours
Priority 2	8 hours	Every 6 hours	16 hours

**Note Priority Criteria:** Please refer to “Appendix: 1.2 SLA Severity Criteria”

## 4.2 Application support service

### Support incidents and request types

The support desk works in unison with our escalation, development and product management teams to respond to and assist with the following types of incidents and requests:

Table 3: Incidents / Request Types

Request / Incident	Examples
Application errors	Specific errors or application behavior in the TeamMate product causing nuisance or inability to work effectively.
Product defects	An issue that causes product malfunction.
TeamCloud	TeamMate’s support desk acts on behalf of our Cloud DevOps teams to coordinate communication pertaining to any TeamCloud related requests/incidents.  E.g., Restoring a backup to a development environment.

**Note:** Please refer to “5. Support exclusions” for TeamMate support limitations.

### Customer solutions

Once a problem has been identified, TeamMate support may offer the customer the following solutions:

Table 4: Customer Solutions

Solution	Detail
Configuration changes	Either technical or application level setup that requires reconfiguration in order to fix an error or problem. This change may relate to TeamMate products or the underlying technology/systems.
Application workarounds	Alternative methods that can be used to navigate around limitations within the application to achieve the end business result.

New version and updates

New versions are rolled out on a frequent basis to enhance the product and address software issues. Patch updates include critical fixes pertaining to areas of security or work stoppage situations.

### Support desk service response times

Table 5: Support Desk Service SLA - Business Hours

SLA	Initial response	Updates	Target resolution
Priority 1	2 hours	Every 4 hours	16 hours
Priority 2	8 hours	Every 6 hours	32 hours
Priority 3	16 hours	Every 24 hours	Best endeavours
Priority 4	32 hours	Every 32 hours	Best endeavours

**Note:** The time calculation regarding response is paused when ownership of the problem is with the customer (i.e. we need additional customer information or assistance).

**Priority criteria:** Please refer to Appendix: 1.2 SLA Severity Criteria

### 4.3 Support case handling

Customer will provide the first level of support to its end users via a “Champion” model. It is the customer responsibility to determine the appropriate staff to act as Champion based upon role and skill level and, when a Champion will be departing the organization, to identify a new “Champion.” The Champions are responsible for understanding and directing issues that are internal and not TeamMate related to the appropriate internal party so that the customer can individually address internal procedures, policies, compliance and technology related matters. If the Champion discovers any suspected issue related to the TeamMate system, the Champion will analyze the suspected error to determine if it is the result of misuse or misunderstanding of the system before seeking TeamMate's assistance.

Table 6: Case Lifecycle

Step	Process
Before logging a case	<p>Champion should do the following before logging a case:</p> <ul style="list-style-type: none"><li>• Search the available TeamMate resources for solution on TeamMate Connect (documentation, knowledgebase etc.)</li><li>• Verify TeamMate version is currently supported under the latest Product Support lifecycle policy.</li><li>• Determine if the issue occurs on a single instance or multiple instances (users, machines)</li><li>• Verify the issue is with the TeamMate application and not a third-party software (e.g., web browser, Office, SQL etc)</li></ul>
Logging a case	<p>All issues can be logged via the web portal using the case submission form. Please ensure the following information is provided where applicable:</p> <ul style="list-style-type: none"><li>• Description of the problem</li><li>• Symptoms</li><li>• Impact</li></ul>

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	<ul style="list-style-type: none"> <li>• Any steps taken to resolve</li> <li>• Screenshots</li> <li>• TeamMate log files</li> </ul>
Prioritization of a case	<p>TeamMate support uses priority levels to ensure customer issues are addressed in a timely manner and prioritized accordingly. This helps us meet service levels for all our customers.</p> <p>TeamMate support determines the final priority level of the case and may downgrade or upgrade in its sole and absolute discretion. However, correct labelling of the case at the outset expedites resolution for all parties involved.</p> <p>We also take into consideration that a customer’s needs may change over time and the customer may wish to reprioritize a case. A customer can discuss with a TeamMate support representative, and we will consider reprioritization depending on the facts and circumstances.</p>
Customer participation	<p>To ensure we provide a high level of service, we may sometimes involve users to help us resolve an issue and to meet service levels. Users may include any person impacted by the issue. The customer or relevant liaisons must make themselves available to work with TeamMate support to assist with troubleshooting and resolution of an issue. Customer internal IT involvement may also be required, and IT must be available to assist, especially on critical/high cases.</p>
Case escalation	<p>A case may have to be escalated to our Global Escalation team if a resolution is not identifiable by a 1<sup>st</sup> line support analyst. The Global Escalation team will then work directly with the customer to identify a solution.</p>
Resolution and case closure	<p>Resolution – A case will be closed under the following conditions:</p> <ul style="list-style-type: none"> <li>• A corrective action or feasible workaround to customer has been provided as determined by TeamMate.</li> <li>• A defect has been identified and the only corrective action is future upgrade.</li> <li>• Case has been inactive after repeated follow-up attempts from TeamMate, in which the case will be auto-closed.</li> </ul> <p>Customer found corrective action internally or determined issue to be environmental.</p>
Case re-opening	<p>Periodically closed cases may be revisited, as/if needed.</p> <ul style="list-style-type: none"> <li>• Cases closed for more than 14 days will not be reopened, a new case is created. If below 14 days, then the case can be reopened.</li> <li>• Notifications received to closed cases, responses could be delayed.</li> </ul>
Software defects	<p>For cases where a software defect has been identified TeamMate support will close the case. Customer can review the release notes or reach out to the support desk to obtain an update.</p>

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# 5. Support exclusions

## 5.1 Functional

TeamMate support does not provide support related to functional aspects of the TeamMate+ solution, including but not limited to:

- **Usability questions (e.g., How to create a project, run a report etc.):** Basic “How Do I” queries can be addressed by accessing various resources as described in section *Part 2: Customer Resources*
- **Training or audit best practices: (e.g., advance workflow, audit methodology, new features etc.).**
- **New implementations (e.g., 1<sup>st</sup> time configuration, deploying new features etc.):** We recommend customers purchase consultancy services for new setup or implementation of the product.

## 5.2 Technical

TeamMate does not provide support related to technical aspects of the TeamMate+ solution such as the following:

- **Installation/upgrades:** TeamMate support will assist with specific errors/issues pertaining to an installation/upgrade being conducted by a customer but will not own or conduct the activity. Customer can purchase additional IT services if they require further assistance.  
<https://www.wolterskluwer.com/en/solutions/teammate/services/it-consulting>
- **IT environment:** TeamMate support will not assist with configuration, maintenance or troubleshooting of third-party technologies (e.g., hardware, operating systems, MS Office etc.) that the TeamMate solution connects to. However, TeamMate support may be able to liaise with third-party personnel to help troubleshoot/resolve TeamMate related errors that could be linked to the IT environment.
- **Unsupported configurations:** TeamMate solution must be implemented in accordance with the IT overview and technical installation and configuration guides. Unsupported configurations, including but not limited to modification of the TeamMate database tables, TeamMate configuration files or implementation of technology platforms product support lifecycle, invalidate the support and maintenance TeamMate provides.
- **TeamMate API support:** Support offered as part of maintenance for API's is only available to provide troubleshooting to determine if there is a bug or other defect in the software. Should the foregoing be necessary to correct issues with API's these must be contracted individually and are not offered as part of standard maintenance services.

## 5.3 Customizations

TeamMate is a commercial “off the shelf” (“OTS”) software solution and is developed and designed in accordance with wide market feedback from our large and diverse user base.

- **Product customization:** Specific customization requests are not accommodated.
- **Audit report customizations:** Any additional reporting requirements outside of the out-of-the-box reports.
- **Custom scripts:** TeamMate support does not create custom scripts such as bulk export, bulk deletion, etc. A custom script will only be provided in the instance where a critical/high vulnerability has been identified and provided as a workaround until addressed as part of the main code in a new version.

## 5.4 Unsupported versions

TeamMate support retains full right to refuse support to customers on unsupported versions. *Please refer to End of Support document for further information.*

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## **5.5 Past due invoices**

Each individual relationship is governed by the contracts between the parties, if any, but in general TeamMate support is discontinued for customers with outstanding past invoice payments for maintenance and support. On receipt of updated payments support will be resumed.

## **5.6 Updates to policy**

TeamMate reserves the right to update and/or amend these guidelines in our sole and absolute discretion, for whatever reason.

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# 6. Appendix

## 6.1 Definitions table

Definition	Description
Resolution fix	A solution to a problem that may encompass a workaround, software fix and/or environment/product configuration.
Users	Individuals licensed and authorized to access a system.
Teamcloud	TeamMate cloud SAAS environment providing access to the TeamMate software.
Incident	An unplanned interruption to the solution service or product usage outside of normal designed behavior.
Request	A formal request from a user for something to be provided – for example, a request for information or advice.
Defect	Reduced value of the intended use of the software leading to functionality outside of designed behavior.
Enhancement	A product change that increases the product value for the general market.
Uptime	The time during which TeamMate+ is operational and accessible.
Downtime	The time during which TeamMate+ is unavailable, offline or not operational.

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## 6.2 SLA Severity criteria

		IMPACT				
		CRITICAL	HIGH	MEDIUM	LOW	
		All users affected	High number of users affected	A few users affected	Isolated or limited impact	
URGENCY	CRITICAL	<ul style="list-style-type: none"> <li>Loss of service</li> <li>Corruption of data</li> <li>Security compromised</li> </ul>	P1	P1	P2	P2
	HIGH	<ul style="list-style-type: none"> <li>Performance degradation</li> <li>A primary feature failure</li> <li>A usability issue so severe, renders a primary feature unusable</li> <li>Loss of ability to update data</li> </ul>	P1	P2	P3	P3
	MEDIUM	<ul style="list-style-type: none"> <li>A secondary or infrequently used function to produce incorrect results</li> <li>The display of an unexpected error message but work can continue</li> </ul>	P2	P3	P3	P4
	LOW	<ul style="list-style-type: none"> <li>Information request</li> <li>Cosmetic display issues</li> <li>Move, change, add or delete</li> <li>Usability questions</li> </ul>	P3	P4	P4	P4



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