

Boyum IT Solutions

Support Map

The purpose of the Support Map is to explain how Boyum IT Support works and guide you to useful resources for assisting our shared customers.



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We're here to support you

Through our support services, partners have access to:



A high-performing support platform to effectively handle support tickets



Support agents at your service in your region



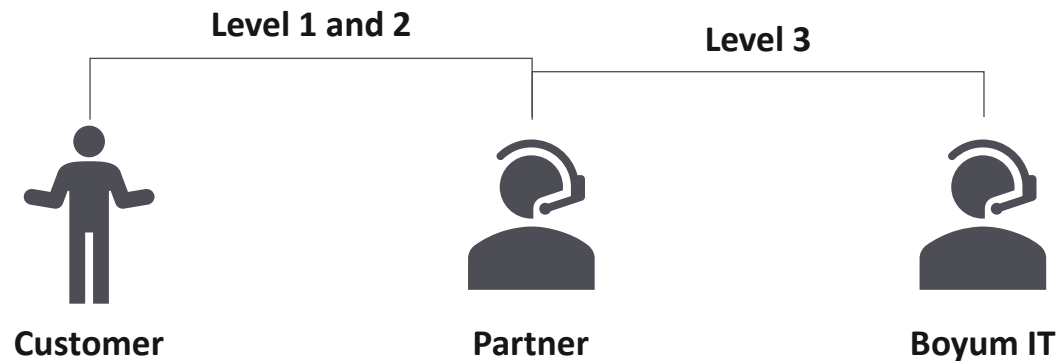
Effective support for technical issues



E-Learning platform to become experts in Boyum products

We're at your service

The partner provides Level 1 and Level 2 support to the customer. Boyum IT provides Level 3 support when a partner submits a support ticket (logs a customer incident).



DEFINITION OF SUPPORT LEVELS

Level 1: General questions on product use, training inquiries, and how-to requests.

Level 2: Implementation inquiries, business process related inquiries, issues with product functionality, and reproducible errors occurring in a Boyum product.

Level 3: Boyum products not behaving as documented, reproducible errors occurring in a Boyum IT product, and Boyum IT products coming to a standstill without the possibility for further progress in the issue resolution.

Understanding Support Levels

Level 1 and 2: Partner support

- Use our [Boyum IT HelpCenter](#) and other material and product documentation available to you to resolve the issue
- Reproduce and isolate the issue on the latest available version.
- Identify relevant workarounds.
- Prepare a comprehensive description of the issue, always starting with what the customers wants to achieve.
- Summarize status, results of your investigation, and business impact of the issue before submitting a support request to Boyum.

Level 3: Boyum support

- Analyze all relevant data of the issue and reproduce the reported issue on the latest available software version of the product.
- We may request access to the customer's system for troubleshooting and analysis to guide the partner in applying workarounds or fixes. If a copy of the customer's database is necessary, they will be requested once all other options have been exhausted.
- Create new and update existing support-related documentation.
- Communicate planned correction timelines and deliveries according to development SLA.

CHECKLIST BEFORE SUBMITTING A SUPPORT REQUEST

- Clarify what the customer is trying to achieve.
- Search Boyum knowledge base and the product's online help and how-to guides.
- Assess if the issue is product-related or in fact a consulting question.
- Assess the business impact for the customer.
- Define the detailed scenario and record reproduction steps.
- Ensure required testing and remove any existing customization. Always run an upgrade process in a test environment before upgrading in the live system.
- Understand the correct customer installation and system number (for SAP only).
- Understand version information of the product for which you're reporting the issue.
- Identify relevant logs and attachments.



ONLY ONE ISSUE PER REQUEST

Please do not report more than one issue per support request. If more than one issue is reported in one ticket, the ticket will be processed only for one of the issues.

[Link to the Boyum Portal](#)

[Guideline on how to submit a support request](#)



Submitting Support Requests

When you need help from Boyum IT, you must submit a Support Request in the Boyum Partner Portal.

You can read more about the process of submitting support requests [here](#).

Please note, to submit a Support Request, you must have a Boyum Portal account.

If you don't have an account, please check [this link](#).

When you submit a support request, please be ready to receive our support

Customer needs

Please ensure that you've clearly understood what the customer wants to achieve, the business impact the issue has for the customer, and carefully analyze the information you got from your customer before making a support request to Boyum.

Language

Please be mindful that Boyum offers support only in English. This means that all information you share with us, including screenshots, must be in English.

Issue priorities & SLA

Please familiarize yourself and respect our policies around issue priorities and SLAs for issue resolution.

Network

Please ensure you have internet connection to enable effective communication with our support team.

Communication

Please communicate with our support agents respectfully, and make available the necessary communication channels to enable timely and effective remote support

[Link to the Boyum Portal](#)

[Guideline on how to submit a support request](#)



Issue priority and response times

Issue priority	Definition	First reply time	Agent work time	Next reply time*
Urgent	Stand-still with no workaround. The issue is business-critical, has serious consequences for business operations, and requires immediate resolution. The imminent (today / tomorrow) system go-live/upgrade of a production system cannot be completed.	2h	36h	16h
High	Business operations are seriously threatened, and urgent tasks cannot be executed. A workaround exists.	12h	48h	24h
Normal	Issue affects business operations in a non-critical way.	24h	72h	
Low	Issue has little impact on business operations and does not hinder daily operations.	48h	96h	
Hours of operation**	The time in which the SLAs are counting.	MONDAY-FRIDAY 08:00-17:00 (regional times)		

* *Applicable only for urgent and high priority tickets*

** *Regional times – EMEA (GMT+1), AMERICAS (GMT-6), APJ (GMT+8), excl. weekends/holidays.*

Definition of response times:

- First reply time: Time from ticket submission to first reply by Boyum.
- Agent work time: Time spent in New and Open ticket status.
- Next reply time: Time between oldest unanswered customer comment and next comment by Boyum.

Policy on bug fixes

All bug fixes are released for the earliest available patch/release of the product affected by the bug, according to the bug fix SLA.

Urgent bug fixes are issued as a patch for the latest available product release.

All non-urgent bugs that Boyum IT decides to fix are issued as part of the future product releases according to the relevant roadmap.

Bug fix SLA

- **Urgent:** Released as a hotfix on the current latest available product release
- **High:** Released as a fix on the first next available release
- **Normal:** Released as a fix on a release within no later than 9 months
- **Low (Minor):** Potentially released as a fix on a release according to the relevant roadmap
- **Low (Cosmetic):** Potentially released as a fix on a release according to the relevant roadmap

NOTE: Any issue discovered on a Boyum IT product release older than the current one will require upgrade of the installation to the latest release including the product fix.

Definitions of bug severity

	Definition	Issue example	Workaround
Urgent	Urgent bugs severely compromise the software's functionality, leading to complete failure, significant data loss, or significant financial impact. Immediate attention is required as they halt critical business operations.	Unexpected system shutdowns Disruption of ongoing processes Jeopardized data integrity with potential financial impact. Examples: Orders are randomly deleted from the system without any trace Production is halted Output capacity is significantly challenged	No. No acceptable workaround is available.
High	High bugs significantly impede the software's functionality or cause major inconveniences to users, demanding attention to prevent significant disruptions, even if operations are not entirely halted.	Unexpected system crashes Unpredictable data behavior with potential financial implications. Examples: Inventory counts are consistently inaccurate Stock levels are incorrect	Partially yes. No acceptable workaround is available, but users can employ temporary manual interventions (restart system or implement corrective actions), but this may introduce risk of data loss and requires additional effort.
Normal	Normal bugs are noticeable but do not severely impact core functionality. They may cause inconveniences or affect efficiency but are not critical to daily operations.	Sporadic disruptions in data retrieval across various modules.	Yes. Users can employ alternative methods such as filters and manual browsing instead of relying solely on the affected functionality.
Low (Minor)	Minor bugs are minor inconveniences that do not significantly affect functionality or workflows, and therefore have limited impact.	Occasional inconsistencies in visual elements of the user interface Slight discrepancies in the structure of rarely-used functionality Examples: Tooltips appearing incorrectly on various buttons	Yes. Users can adapt by relying on alternative keywords or documentation for button functionality and thereby continue to navigate the software effectively.
Low (Cosmetic)	Cosmetic bugs are purely visual or aesthetic and do not impact functionality.	Inconsistencies in text or visual on certain pages of the software	Not necessary. Users can navigate and use the software effectively despite minor visual inconsistencies.



Policy for downgrading tickets

The following rules apply for the potential downgrading of your ticket priority:

- **All tickets:** Failure by you to follow our ticket prioritization template
- **Urgent tickets:** Failure by you to follow up within 16 hours since the status of a ticket has been set to Pending (awaiting your response)
- **High tickets:** Failure by you to confirm the bug fix within 24 hours since a bug fix has been released and is available for public download.
- **Normal and Low tickets:** Failure by you to follow up within 5 working days since the status of a ticket has been set to Pending (awaiting your response)

Supported software versions

Product	Supported versions
Perfion	Current version and 2 major versions back
Beas, Produmex, and B1UP	According to supported SAP Business One versions

[SAP Business One maintenance policies](#)

[Microsoft Dynamics365 Business Central maintenance policies](#)

Infrastructure Support for Perfion SaaS

Boyum offers a service desk to ensure a proper and timely resolution process on infrastructure issues. The service desk is available for partners and direct customers running Perfion PIM as a SaaS product and is only regarding critical and infrastructure issues outside normal Boyum Helpdesk working hours.

Our service desk is provided by Operations Specialist **Sentia** (<https://sentia.com/>). All reporting must be done by phone to Sentia's *Support & Operations Center* at +45 33 36 63 00. No reporting can be done via email or the service portal. For more information, [click here](#).

We offer a "Premium" service level with availability 24/7/365, according to the below response times for issue priorities.

Priority	Response time	Description
Urgent	15 minutes	Entire customer solution or redundant server application/functionality is inaccessible
High	1 hour	Non-redundant server application/functionality is inaccessible; sustained speed problems
Normal	3 hours	Periodic speed problems, momentary outages
Low	12 hours	End-user problems, progression limit for resources exceeded, etc.

Premium Services

As described in our [Premium Services Terms](#), Premium Services are billable. In a Support context, the following guidelines apply for Premium Services:

- May be requested for a reported issue if the issue is not covered by Boyum support policies, if the issue is not clear, or in case of dependencies with a third party (non-Boyum product or infrastructure). If the issue turns out to be caused by a Boyum product, agreed billable charges will be cancelled.
- Must be authorized by the requester before proceeding.
- May be handed over to another team and planned accordingly.
- Are not subject to any resolution time.

[You can learn more about how to order Premium Services here.](#)

EXAMPLES OF PREMIUM SERVICES

- Help on out-of-maintenance version of a Boyum product, but not bug fixing.
- Unsupported SAP Business One versions.
- Requests for project implementation or training logged to the Boyum support desk.
- Customization requests:
 - Beas script solution or WMS scripts & custom flows
 - B1 Usability Package macros and scripting
 - Crystal reports
 - Dashboards
 - SQL formulas or queries
 - Product configurator solutions
 - Other tools that change the front-end or functionality of a software
- Fixing any data inconsistency caused by improper product usage (like disabling the Transaction Notification code or any other illegal way of creating data in the system)



We value your feedback

Feedback for our support services

You can provide feedback to the Boyum support desk by clicking on the link that the ticket requester receives via email each time an issue is set to solved by Boyum. We analyze your feedback on a weekly basis to continuously improve our services.

Feedback for our products

Our [Boyum IT Community](#) has dedicated channels for product feature requests. In here, you can [influence our roadmap](#) by adding, voting for, and commenting on ideas for improving our products. We review your feedback quarterly as input for our product roadmaps.

Helpful resources

BOYUM IT LEARNING HUB

[VISIT HERE](#)



BOYUM IT HELP CENTER

[VISIT HERE](#)



BOYUM IT CONTENT

[YOUTUBE](#)

[WEBINARS](#)

[ROADMAPS](#)

[DOWNLOAD CENTER](#)



Boyum Learning

Go and start learning any of our products in our E-Learning Hub at:

<https://www.boyum-solutions.com/learning/e-learning-hub/>



Join our certification program and verify your knowledge

As part of our E-Learning, we offer certification programs to our partners.

Vision

To inspire companies to achieve sustainable growth and a competitive advantage, now and in the future.

Mission

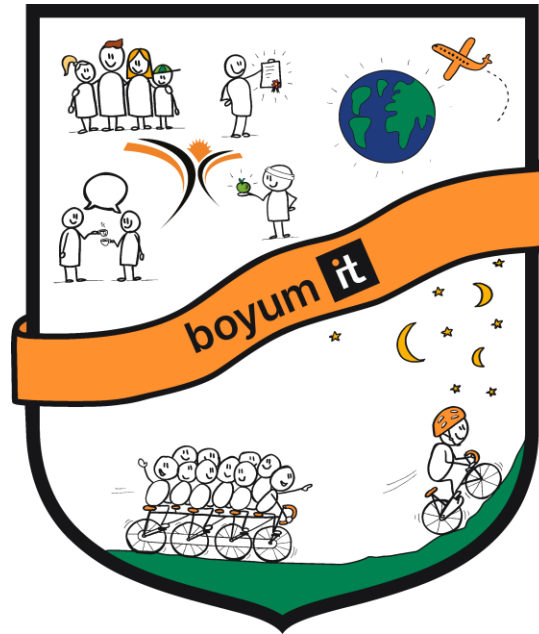
To be the most professional partner in our ecosystems and the most reliable supplier of hybrid value chain solutions that solve impactful business problems for SMEs

Values

We have a strong culture promoting core values of Family, Social, Fit, and Excellence.

Company's culture:
Energy for LIFE

FAMILY
SOCIAL
FIT
EXCELLENCE



Three-eight

A philosophy and a set of key principles that are deeply embedded in Boyum IT products and organization.

Eliminate all tasks that have no real value in your work.
If the process cannot be eliminated: **Automate** it.
If neither elimination nor automation is possible: **Delegate**.

This way of thinking enables Boyum IT, partners and end-customers to run lean and effective businesses by reducing unnecessary workstreams and processes.





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Denmark

- Boyum IT Solutions A/S

Germany

- Boyum IT Solutions GmbH

USA

- Boyum IT Solutions Inc.

Belgium

- Boyum IT Solutions bv

Spain

- Boyum IT Solutions Spain S.L.

Hungary

- Budapest Development Center