

Support FAQ

How can I get a detailed Training Plan?

If you are an OSI user or partner, please email training@osii.com to obtain a detailed OSI University Catalogue and Training Plan.

How do I request support?

The most effective means for requesting support for non-emergencies is through our Web portal. You can reach this portal via a secure link at <https://support.osii.com/>.

For critical issues, call the following numbers:

North America (toll-free)

Tel: +1 800.919.3997 8-5 Central Time

Tel: +1 866.500.6744 after hours

International (toll)

Tel: +1 763.551.0559 8-5 Central Time

Tel: +1 708.810.2290 after hours

What are OSI's standard business hours of operation?

Standard business hours are 8:00 a.m. to 5:00 p.m. Central Standard Time (Minneapolis, Minnesota) Monday through Friday, excluding OSI holidays.

Does OSI provide after hours support?

Yes. For premium support plans and for emergencies, OSI offers 24x7 support, 365 days a year via the following phone numbers:

North America (toll-free)

Tel: +1 866.500.6744 after hours

International (toll)

Tel: +1 708.810.2290 after hours

What are OSI's official holidays during which after hours support is available?

OSI is closed on the following holidays. On these non-business days, our support staff is available to respond to **critical** incidents only.

- New Year's Day (January 1)
- Memorial Day (Last Monday of May)
- Independence Day (July 4)
- Labor Day (1st Monday of September)
- Thanksgiving Day (3rd Thursday of November)
- The Friday following Thanksgiving Day
- Christmas Day (December 25)

Support FAQ

How will I know when my support plan needs to be renewed?

OSI will contact you prior to the expiration of the system warranty or the current **monarch™** support program. At this time, an OSI representative will assist you in evaluating your current level of **monarch** support and choosing the plan that best suits your system.

How do I register for OSI Support?

You can request a quote for support from OSI by contacting your customer relations representative or sending an email to quote@osii.com.

Upon receipt of a purchase order for a **monarch** support program, OSI registers you with OSI Customer Support. For security purposes, a support pass code is provided. This code is connected to your support contract and changes at renewal. You may designate up to three representatives from your company to serve as support coordinators. In order to resolve your support issues quickly and effectively, OSI requests that all support incidents originate with your designated support coordinators.

Who and how many persons can be designated as our support coordinators?

OSI requires each selected customer representative to attend OSI training for all licensed software. We want to ensure that the personnel requesting support or coordinating support for the customer are qualified and trained in OSI's software and platform technology.

You may designate up to three representatives from your company to serve as your official support coordinators. In order to resolve your support issues quickly and effectively, OSI requests that all support incidents originate with your designated support coordinators.

How are incidents defined?

OSI defines an incident as any request for support or assistance with the **monarch** system. There are two levels of incident urgency: **critical** and **non-critical**.

Critical Incidents:

Critical incidents inhibit essential system operation and/or result in a substantial loss of operational capability. An on-call engineer will return your call promptly (generally within 30 minutes).

Non-Critical Incidents:

Non-critical incidents include any problems or questions related to system functionality that do not disrupt essential operations. OSI will do its best to respond within 24 hours (Monday through Friday) on all non-critical help requests and questions. Depending on the availability of our on-call engineers, most requests will be handled within the same business day.

What is considered "above and beyond" support?

Prior to expanding system functionality or adding new functionality, OSI recommends that you coordinate support in advance with the Customer Support Department. Depending on the scope, the work may be considered additional system implementation and therefore beyond standard support. For example, if a new function is being implemented post-warranty, additional engineering services beyond ordinary support are required. The OSI standard support organization is not equipped to handle the project engineering, consulting and implementation services that are required to implement the new functionality. In such cases, please contact your customer relations representative to obtain a quote for additional engineering services.

Support FAQ

What should I do if I need support?

When an incident arises, your company's designated support coordinator(s) should thoroughly investigate the problem and try to resolve it. If your support coordinator(s) cannot resolve the problem, they should contact the Customer Support Department. This process ensures that your support coordinator(s) have the necessary background information about the problem when they contact Customer Support, which leads to a more timely resolution.

For **non-critical incidents**, please visit the secure Customer Support Web site (<https://support.osii.com/>) and fill out the Incident Reporting form. The OSI support staff will investigate your support request and work with you until resolution.

For **critical incidents**, please ensure that you have as much information as possible regarding the scope and nature of the problem and that you are ready to discuss the problem with the OSI support staff. We recommend that you request support for critical incidents via phone calls. OSI's support staff will collect the pertinent information and open a database incident for tracking and managing the issue through to resolution.

What are the main features of the OSI Customer Support Web portal?

The OSI Customer Support Web portal allows customers to submit new incidents, track the real-time status of outstanding incidents and obtain customized reports of all open and closed incidents. In addition, you can communicate with the OSI support staff using the Web Conversation feature.

What is the recommended method of communications relating to non-critical incidents?

OSI prefers the use of Web Conversation, which is part of the OSI Customer Support Web site for communications relating to non-critical incidents. If necessary, emails intended for the Customer Support staff can be sent to support@osii.com.

The Incident Reporting form, available on the Customer Support Web portal, is a great tool to assist with collecting any required data. This enables Customer Support to provide a quick response and accurate resolution.

What information or details will be required for after hours support calls?

When you contact OSI after hours support, you will be required to provide an after hours security code. You will also be asked to define if the incident is critical. This information is provided to the OSI on-call engineer.

What are the cost justifications for enrolling in the support program?

There are three major areas addressed by a support program:

- Extended warranty and insurance: an extended warranty that guarantees software fixes.
- Guaranteed timely assistance from a vendor in case of critical needs.
- Improvements and enhancements received with software updates, deferring future repurchases of software licenses.

To estimate the cost savings your organization will realize, consider the additional staffing and training required to maintain the system, or the cost associated with the periodic purchase of new software to keep the system up-to-date.

Software upgrades have an intrinsic value because your software investment does not become obsolete by time or new technology.

Support FAQ

What proficiencies does OSI recommend for our staff?

OSI recommends that your software maintenance employees have a four-year degree in electrical engineering, an automation background and have completed the required OSI training. Employees working with specific advanced applications should also have applications modeling experience and a familiarity with your specific business operations.

Does OSI offer multiple-year discount plans?

Yes! There are discounts available for multiple-year commitments, which are paid in full at the onset of the support plan. This lowers the cost per year of service.

What additional assistance is available through engineering and consulting services?

OSI's engineering and consulting services are available to fulfill a variety of needs. They may be utilized for customized training, advanced application development, product enhancements and many other consulting needs. Please contact your account manager or quote@osii.com for additional information.

Getting in Touch with OSI - Other Subjects

OSI welcomes your input about all aspects of our product and service offerings. You may find the following email addresses useful:

- support@osii.com - Customer Support Department
- quote@osii.com - Request sales or product information
- ideas@osii.com - Suggestions for improving products and services
- training@osii.com - monarch training information
- sales@osii.com - General questions or information
- customerrelations@osii.com - After market quote requests and general assistance

For specific regional questions and information please see the OSI Web site/Contact Us page.