

# Standard Service

## Service Processes and SLA

### Incident and Service Request and Access Fulfillment

#### Email – Primary

All emails can be directed to [elements360.support@aem.eco](mailto:elements360.support@aem.eco).

This address is our general support address provided to all Elements 360 customers; it is monitored during standard business hours and is not monitored over weekends.

This will be monitored in compliance with our standard support policies.

#### Web Form

A web form submission option exists for all Elements 360 customers at:  
<https://help.elements360.aem.eco/support/>

This will send a message as an email to the Elements 360 Support queue to be answered.

#### Phone

Our primary number for customers in North America calling Elements 360 Support is (301) 250 4000.

A caller will need to work through the phone tree, specifying Support > OneRain > Elements 360 Software Support. They will then be sent to the OneRain Elements 360 Support call queue. If an OneRain employee is logged into the queue and takes the call, they will be speaking with a Customer Success or Technical Support representative. If all agents are busy or logged out, their call will be taken by our answering service, where someone will take down their details and forward the message to our support team. The answering service will only take a message - they will not be able to provide any further support or information about product or inquiry status.

This number is our general support number provided to all Elements 360 customers; they are monitored during standard business hours and are not monitored over weekends.

#### Incident Response Time

Incident responses are summarized below:

Incident SLAs	Operation Support	Software Support
Support Hours	24 x 7	Standard Business Hours
Response Time	N/A	1 Business Day

## Monitoring

- Data center alerts (OneRain only)
- Elements 360 alerts to the customer
- 24/7 Operations for servers and processes hosted by OneRain

Operations support personnel rotate through the Elements 360 24 x 7 x 365 (24 hours a day, 7 days a week) on-call shift rostering with a primary and a secondary support person assigned during all hours, including nights, weekends and holidays, to respond to any system problems with the software and services. This support team is for infrastructure operations only and is not customer-facing.

OneRain leverages dedicated services and instances in each data center to monitor the status and health of the customer's Elements 360 server(s) as well as the supporting infrastructure (SFTP servers, Firewalls, etc.)