QAD Support Solutions Guide

November 2025 Revision



Welcome

The QAD Support Solutions Guide comprises the services that QAD delivers as part of the cloud subscription and application support. The services mentioned is in the same format and with similar types of information to facilitate ease of use in a redirection link, as follows:

- Ticket response targets
- Support programs

QAD reserves the right to change this Support Solutions Guide as business needs dictate. The key guiding principles of this document are as follows:

- This is supplemental to legal documents such as service contracts and program documents
- The entire range of services are provided for cloud customer, whilst Issue Resolution and 'How to' Advice are also provided to on-premises customers
- The Services described apply to ongoing operations and use of QAD solutions on Generally Available (GA) product lifecycle versions & releases along with information about service levels for systems past General Availability
- Certain services may be applicable only to select QAD products
- Business days are defined as a standard Monday through Friday work week.
- Select services and system or network change activities may be subject to a blackout period near or around calendar month end to mitigate disruption to key business operations.
- This is a revision-controlled document, and it is advisable to always refer to the latest published iteration which reflects the current set and state of services provided. The revision date is reflected on the footer of each page of this document

We strive to ensure that our customers utilize the support services and assistance provided by the QAD team, with the core essentials:

- Extensive information & knowledge resources available on the QAD Support website
- Assisted services with rapid response & timely resolution
- Product updates and releases to remain current and maximize value, performance & security of QAD applications
- Full cloud offerings by which QAD applications meet the availability and performance expectations of our customers based on agreed upon service level agreements (SLAs)
- Extended Support offerings by which QAD may be engaged to handle much more responsibility for your systems and their operation.

Key services and tools provided through QAD Customer Support gives 24x7x365 access to answers. Quick problem resolution is conveniently accessible through our online self-service resources. Our searchable knowledge base, online documentation and training guides ensure fast time-to-value during implementation and ongoing operation of your QAD solutions.

Online Self-Service

- Personal Web Accounts
- Knowledge Base
- Product Documentation Library & Training Guides
- Learning Center
- Community Forums
- Ticket reporting
- My QAD Cloud portal (cloud only)
- Store & Download Center (on-premises only)
- Compatibility Guide
- Product Changes Information System
- Product Lifecycle Policy and Schedules

Ticket Response Targets

Priority	Definition	Lifecycle	Response Target
0	This is a critical issue causing a complete system failure or major business disruption with no available workaround. Essential business operations are completely halted. Immediate attention is required. Please contact Support directly via phone for urgent assistance.	All	Direct connection to support personnel (live channel / immediate) or a response within 30 minutes of incident report
1	This issue significantly impacts your core business operations. While a temporary workaround could be identified or implemented, it would allow operations to continue with considerable disruption. We will prioritize this issue to minimize further impact and work swiftly toward a permanent solution.	All	3 hours from ticket submission
2	This issue moderately affects your business, but it does not prevent essential operations from continuing. A workaround is available, enabling you to operate with minimal inconvenience. We will address this issue in a timely manner to minimize any further disruption.	General Availability Extended Support Functionally available	6 hours from ticket submission
		Mature	3 business days
		Retired	

Priority	Definition	Lifecycle	Response Target
		Archived	
3	This is a minor issue with little to no impact on business operations. A workaround is available, and the business can continue functioning normally. The issue will be resolved in accordance with standard support processes.	General Availability Extended Support Functionally available	12 hours from ticket submission
		Mature	4 business days
		Retired	
		Archived	
Response Definition: *The time between ticket submission and the first action by a QAD representative*			

Ticket Prioritization and Escalation

Customers have the option to prioritize and escalate support tickets to ensure timely resolution of critical issues. You may request an escalation directly within the support case or during a conversation with our Support team. We are committed to addressing your concerns promptly, and our team is available to assist in elevating cases that require heightened attention.

For more information on how to prioritize and escalate your support tickets, please visit Link.

Support Solutions

1. Issue Resolution
2. 'How To' Advice
3. Additional Fee-Based Services
    - Extended Support Services (ESS)

Issue Resolution

What is the service?

'Issue Resolution' provides customers with support for reported issues that may impair or negatively affect the ability to operate QAD solutions. Issue Resolution is provided via a tiered prioritization of issues based on the impact and urgency to customer operations.

Inclusions, Exclusions, and Service Levels

Basic Service

- 24x7x365 self-service knowledge base, documentation library and product change portal providing solutions and guidance on previously solved issues or guidance on known defects (reported/identified already), as well as defects that have a permanent solution.
- Assisted support by QAD personnel specializing in QAD products and technologies to triage, analyze and guide resolution delivery for reported incidents.
- Preparation and submission of software defect analysis to the QAD Engineering team for resolution and patch deployment.

- QAD product updates, releases and product builds containing resolutions to previously solved issues as per the QAD Product LifeCycle.
- Service is provided for both cloud and on-premises deployment types

Exclusions

- 3rd party products and services
- Issues and impact caused by customized or non-standard functionality (support for customizations requires either a Extended Solution Service (ESS) agreement or QAD Professional Services Scope Of Work (SOW))
- Products, versions, and releases that are out of product lifecycle compliance as defined by the QAD Product LifeCycle.

Service Levels

- Incident Response times: see Appendix A - Ticket Prioritization.

<table>
<tr><th rowspan="2">Service Level Component</th><th rowspan="2">General Availability (GA)</th><th colspan="3">Service Level by Lifecycle Status(Beyond GA)</th></tr>
<tr><th>Functionally Stable, Extended Support</th><th>Mature, Retired</th><th>Archived</th></tr>
<tr><td rowspan="2">Time to Response Cloud Program document - Reference</td><td rowspan="2">Priority 1 : 3 hours from ticket submission
Priority-2: 6 hours from ticket submission
Priority-3: 12 hours from ticket submissionl</td><td colspan="3">Priority 0 & 1 - No variation in service level due to lifecycle status</td></tr>
<tr><td>Priority-2: 6 hours from ticket submission
Priority-3: 12 hours from ticket submission</td><td colspan="2">Priority-2: 3 business days
Priority-3: 4 business days</td></tr>
</table>

- Supplementary Offerings? No

How Do We Charge?

The ‘Issue Resolution’ service is part of the standard cloud subscription service

‘How To’ Advice

What is the service?

The ‘How To’ Advice service provides assistance on specific features & functions of QAD solutions, as well as for the setup, administration and configuration of the underlying system and interfaced solutions. This includes self-service solutions and guidance and assisted live support service. ‘How To’ Advice is for situational guidance to assist a QAD product user with the use of their product solutions.

Inclusions, Exclusions, and Service Levels

Basic Service

- 24x7x365 access to online documentation library, manuals & training guides, knowledgebase, in-product tutorials and help functionality
- Situational guidance on the use of specific features or functions of QAD Solutions as per the QAD Product LifeCycle.
- Facilitation of information and guidance related to underlying systems and technologies
- Service is provided for both cloud and on-premises deployment types

Exclusions

- ‘How To’ Advice on features and specific topics are not a substitute for full training (e.g. new hires, divisions, expansion to new teams, implementations/upgrades). Customers should request a professional services engagement for additional training on the use of the QAD solutions, inclusive of configuration and operation.
- Customized code, platform extensions, or 3rd party products.

Service Levels

- Requests will follow targets for response time equated to a Priority-3 value.

Service Level Component	General Availability (GA)	Service Level by Lifecycle Status(Beyond GA)		
		Functionally Stable, Extended Support	Mature, Retired	Archived
Time to Response	Priority 1 : 3 hours from ticket submission Priority-2: 6 hours from ticket submission Priority-3: 12 hours from ticket submission	Priority 0 & 1 - No variation in service level due to lifecycle status		
		Priority-2: 6 hours from ticket submission Priority-3: 12 hours from ticket submission	Priority-2: 3 business days Priority-3 : 4 business days	

- Supplementary Offerings? No

Additional Fee-Based Services

Extended Support Services (ESS)

What is the service?

QAD Support provides customers with additional paid managed service options for full assisted support on non-standard elements, for the following components. These are each separate service offerings, contracted separately.

- QAD ERP Customizations
- EDI eCommerce
- QAD Services add-on modules (ASB, 3PL, SCL)
- Integrations/Interfaces (Boomi, QXtend)
- Bank Drivers
- QAD Automation Solutions (Data Collection, Label Printing Service, Warehousing Extensions)
- QAD Global Trade and Transportation Execution (GTTE)

Inclusions, Exclusions, and Service Levels

Basic Service

- Troubleshooting of reported incidents.
- Correction of defects in any of the elements in scope.
- Installation, set-up and configuration of fixes in all required production environments.
- User advice on application configuration requirements.
- Assistance with reprocessing of failed transactions.
- Impact analysis of code installation and advice on areas that require validation.
- Adjusting in-scope elements to work with standard support patches.
- Configuration of new EDI trading partner setups for existing transformations, and changes to existing EDI trading partner setups.
- Changes to existing EDI transformations to ensure compatibility with trading partner specification updates, assuming no new business logic or process required.
- Changes to existing Boomi Atom configurations (batch schedule, email notifications, passwords, path folders).
- Configuration of new AS Label Printing Service setups for existing labels, and changes to existing AS Label Printing Service setups.
- Creation of updated customization catalogs as required.

Exclusions

- Project-based services, including implementations, training, consulting, testing, configuration or process changes, data migration or data cleansing or fixing of data integrity issues.
- Development of new elements or changing business logic/functionality of existing elements.
- Any activities for elements not included within the scope of the order document.
- Retrofit of elements if technology no longer supported by QAD or technology changes to existing functionality requires customization redesign.
- Installation or implementation of any standard software patches.
- Functional monitoring of the elements in scope to detect application failure conditions.
- With regard to technical upgrades:
    - Any form of functional support and/or functional testing (only technical upgrade and provision of upgraded elements).
    - Upgrades to Adaptive UX and/or QAD Enterprise Platform.
    - Upgrades of existing finance related customizations from QAD Standard Edition or earlier to QAD Enterprise Financials.

Service Level Component	General Availability (GA)	Service Level by Lifecycle Status(Beyond GA)		
		Functionally Stable, Extended Support	Mature, Retired	Archived
Response time to covered customization related incidents - see Issue Resolution	See Incident Ticket Prioritization	No variation in service level due to lifecycle status		
New EDI trading partner setup for existing transformations	5 business days			
Change to existing EDI trading partner setup	3 business days			
Change to existing EDI transformation (except new business logic or process)	10 business days			
Change to existing Boomi Atom configuration	3 business days			
New AS Label Printing Service setup for existing labels	3 business days			
Change to existing AS Label Printing Service setup	3 business days			
New customization catalog	5 business days			

Supplementary Offerings? Yes

Supplementary Offering(s)	How to Request?
Technical upgrade of elements in scope to make such elements compatible with new versions of QAD standard software to be used by the customer. This service is included for order documents covered by a non-cancellable term of 36 months or more, and shall not be used to introduce new functionality, change business logics or processes, etc.	Contact your Sales Representative or Customer Service Delivery Manager

How Do We Charge?

Each Extended Support Service is an additional fee-based service separate from the standard cloud subscription service. Customers shall pay a fixed fee for each of the components contracted. Pricing is established as a percentage of the original implementation cost of each non-standard element in scope.

For technical upgrades, customers shall pay a one-time fixed fee equal to a percentage of the ESS fee based upon the applicable stage in QAD's Product Life Cycle Policy.

Setup and implementation services delivered by QAD for new non-standard elements shall be as set forth in a separate signed Work Order.