



helpmycloud.com

HelpMyCloud Support Policy

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HelpMyCloud Support

At HelpMyCloud, our expert consultants provide on-going support for your business needs. HelpMyCloud support augments SuccessFactors support by placing you in a better position to communicate issues to SAP SuccessFactors and by increasing in-house efficiencies. Our consultants work with clients everyday on implementation work, therefore they continue to stay up to date with current SuccessFactors quarterly updates. In order to be more efficient HelpMyCloud tries to tie clients and consultants together to work together for the long term. This way the consultants will become familiar with the environment they will be working on. HelpMyCloud provides complete satisfaction to your support needs with our expertise, ticket processing, timing, interactive support, and end-to-end commitment.

With HelpMyCloud Support the client will receive:

Expertise

- All HelpMyCloud consultants are certified in SuccessFactors, many with Professional level certifications, and they will become familiar with the configuration and SuccessFactors instances of their respective clients.

Ticket Processing

- Consultant profiles are available on the HelpMyCloud website so clients can become familiar with their experience and certification in respective module.

Timing

- HelpMyCloud support is based on a client's specific needs. There is no escalation periods to multiple tiers; tickets are directly routed to the appropriate consultants in the beginning.

Interactive Support

- There are multiple options for communicating with your support consultant including; the HelpMyCloud ticket response, email, phone, or screen sharing.

End-to-End Commitment

- The client will work with the same consultant from the initial ticket response through the implemented enhancement or solution.

Ticket Processing Time

As a client, there is a designated place to submit a “ticket”. By logging into the HelpMyCloud account, a ticket, which is a problem/issue/request that needs a quick solution, can be easily created. Once a ticket is opened, the HelpMyCloud Customer Service Manager(CSM) assigned to the account will review the ticket, estimate the workload, research all possible solutions, access the client system when appropriate, then document and provide recommendation solution. It is also possible that the CSM will engage other resources to assist with the solution. Marketplace tickets will be billed at a baseline of 2 hours and will need to be approved by the client if the ticket is estimated to take over 2 hours.

Solution Processing Options

Convert to Deliverable Ticket

- The solution response is reviewed by the client.
- The client then requests action to be taken by the consultant to implement the solution.

Convert to SuccessFactors Ticket Management

- When solutions require SAP SuccessFactors Support, there will be an option to allow the the consultant to open the ticket on behalf of the customer.
- Based on their expertise, the consultant will be better positioned to manage the ticket with SuccessFactors Support and provide a more timely and higher quality response to resolve the issue for the client.

Statement of Work

- When the solution recommendation from the consultant goes beyond the scope of a deliverable ticket, the client can request a Statement of Work(SOW) from our team.
- The SOW will be reviewed by HelpMyCloud for accurate pricing and work will not begin until agreed upon by the client.

Support Models

HelpMyCloud has two support models allowing clients to purchase support tailored to their specific needs.

Marketplace

The Marketplace support model offers on-demand support service for SAP SuccessFactors and is cost effective with flexible pricing without any lock-ins or fixed contract agreement.

Benefits:

- Flexible pricing allows for “pay as you go” per ticket so there is zero commitment.
- Rapid ticket response for convenience.
- Top-notch consultants available for ongoing support in a remote fashion.

Subscription

The Subscription support model offers guaranteed support service for SAP SuccessFactors through assured ticket processing and ticket Service Level Agreements (SLA).

Benefits:

- Guaranteed ticket processing by our dedicated support team.
- Guaranteed SLAs - contracted agreement levels.
- Scalable pricing if planned support levels are exceeded. Significant discounting based on subscription plan levels selected when compared to a standard Time & Material contract.
 - Price discounting requires a 12 month subscription plan. The plan package levels can be adjusted month-to-month offering maximum flexibility and client can cancel support at any point during the subscription period.
- Quality warranty – committed ticket oversight based on consultant level expertise.
- Rollover Banking (Hrs)
 - Each tier has a specific percentage of available hours to rollover to the next month.
 - This is a feature available for the subscription model only.

Ticket Service Level Agreements (SLAs)

Marketplace SLA's

4 different types of support interaction:

1. Ticket Discussion
2. Phone
3. Email
4. Screen Share

SLA Matrix- Marketplace Customer Response Acknowledgement Times

Ticket Type/Priority	Marketplace
Critical – Requires contact with Rapid Response team	2 business hours SLA – Open ticket and Phone call *25% Upcharge
High	4 business hours SLA; 1 business hours prior to expiration – Ongoing every business hours after
Standard	8 business hours SLA – 1 business hours prior to expiration – ongoing every business hours after

*Escalation is an internal VP notification/escalation process prior to the SLA expiring.

SLA's are calculated using business hours: 8-5pm EST (8 business hours working day)

SLA Matrix – Marketplace Triage Times
 (CSM Ticket review and consultant assignment)

Ticket Type/Priority	Marketplace
Critical – Requires contact with CSM	6 business hours SLA from ticket open;
High	12 business hours SLA from ticket open; 2 business hours prior to expiration – Ongoing every business hours after
Standard	24 business hours SLA from ticket open; 4 business hours prior to expiration – Ongoing every 2 business hours after

*Escalation is an internal VP notification/escalation process prior to the SLA expiring.
 SLA's are calculated using business hours: 8-5pm EST (8 business hours working day)

SLA Matrix – Marketplace Ticket priorities
 (Follow up from consultant and update on progress)

	Marketplace	
Ticket Priority	Bug/Defect	Enhancement; Data / Administrative / Training/ Other
Critical	12 follow up; escalation 4 business hours expiration; 2 business hours after	18 business hours follow up; escalation 4 business hours expiration; 2 business hours after
High	24 business hours updates; escalation 4 business hours expiration; 2 business hours after	36 business hours follow up; escalation 4 business hours expiration; 2 business hours after
Standard	36 business hours follow up; escalation 4 business hours expiration; 2 business hours after	48 business hours follow up; escalation 4 business hours expiration; 2 business hours after

- Tickets in a status of On Hold(Need Start and Due Dates), Client Approval, Client Review – SLA’s don’t apply
- 24 Business Hours follow up on ticket is required by consultant for tickets in Client Approval & Client Review.
- All Business Hours are using 8-5EST.

Subscription SLA's

4 different types of support interaction:

1. Ticket Discussion
2. Phone
3. Email
4. Screen Share

SLA Matrix- Subscription Customer Response Acknowledgement Times

Ticket Type/Priority	Subscription
Critical – Requires contact with Rapid Response team	2 business hours SLA – Open ticket and Phone call (where?);
High	4 business hours SLA; 1 business hours prior to expiration – Ongoing every business hours after
Standard	8 business hours SLA – 1 business hours prior to expiration – ongoing every business hours after
<p>*Escalation is an internal VP notification/escalation process prior to the SLA expiring. SLA's are calculated using business hours: 8-5pm EST (8 business hours working day)</p>	

SLA Matrix – Subscription Triage Times
 (CSM Ticket review and consultant assignment)

Ticket Type/Priority	Subscription
Critical – Requires contact with CSM	3 business hours SLA from ticket open;
High	8 business hours SLA from ticket open; 2 business hours prior to expiration – Ongoing every business hours after
Standard	12 business hours SLA from ticket open; 2 business hours prior to expiration – Ongoing every business hours after
<p>*Escalation is an internal VP notification/escalation process prior to the SLA expiring. SLA's are calculated using business hours: 8-5pm EST (8 business hours working day)</p>	

SLA Matrix – Subscription Ticket priorities
 (Follow up from consultant and update on progress)

	All other plans	
Ticket Priority	Bug/Defect	Enhancement; Data / Administrative / Training/ Other
Critical	8 business hours follow up; escalation 2 business hours expiration; 1 business hours after	12 business hours follow up; escalation 2 business hours expiration; 1 business hours after
High	18 business hours updates; escalation 2 business hours expiration; 1 business hours after	24 business hours follow up; escalation 2 business hours expiration; 1 business hours after
Standard	24 business hours follow up; escalation 2 business hours expiration; 1 business hours after	36 business hours follow up; escalation 2 business hours expiration; 1 business hours after

- Tickets in a status of On Hold(Need Start and Due Dates), Client Approval, Client Review – SLA’s don’t apply
- 24 Business Hours follow up on ticket is required by consultant for tickets in Client Approval & Client Review.
- All Business Hours are using 8-5EST.

Launchpad

The HelpMyCloud Launchpad is setup to provide clients with insight into their account and ticket flow in an organized, easy to view homepage. Users will see updates from their conversations with the HelpMyCloud consultants on the right side of the Launchpad. This will allow the client to see updates on current tickets being worked on and provide a simple area to communicate with the consultant.

The screenshot displays the HelpMyCloud Launchpad interface. At the top, there is a navigation bar with the logo and links for 'Launchpad', 'Open New Ticket', 'My Tickets (4)', 'Company Tickets(8)', and 'Company Settings'. The main dashboard is divided into several sections:

- HelpMyCloud Resources** and **SAP Support Launchpad**: Two quick access buttons.
- Plan Units**: Shows 50.0 Plan Units and a +10 Rollover bank.
- March's Unit Status**: Shows 45.0 Units Used and 15.00 units remaining (25% progress).
- My Tickets**: Shows 3 Opened and 1 Closed tickets for John Doe.
- My Updated Tickets**: Shows 5 updated tickets in the last 7 days.
- My Open Tickets**: Shows 4 open tickets for John Doe.
- Company Tickets**: Shows 6 Opened and 3 Closed tickets for Acme - IT.
- Company Tickets Updated**: Shows 10 updated tickets in the last 7 days.
- Open Company Tickets**: Shows 8 open tickets for Acme - IT.
- Tickets by Month**: A bar chart showing opened, closed, and open tickets from February to July 2017.

Month	Opened	Closed	Open Tickets
2-2017	5	5	5
3-2017	8	9	8
4-2017	3	4	3
5-2017	12	4	12
6-2017	7	10	7
7-2017	6	6	6
- Chat Log**: A vertical list of ticket updates on the right side, including:
 - #647507: Enable Late-Stage Apply - Feature
 - #356912: Contractor Project
 - #301864: JPB Competencies and Performance Form
 - #574827: Integration Discussion - Call
 - #853221: I-9 Reverification
 - #454918: Refresh ONB Preview

At the bottom, there is a footer with copyright information: Copyright © 2017 helpmycloud.com - All rights reserved. Powered by osTicket.

Open a New Ticket

HelpMyCloud.com was designed to give SuccessFactors admins an easy line of communication directly to the expert HelpMyCloud consultants. Therefore, creating a ticket is as simple as sending an email.

The screenshot shows the 'Open a New Ticket' interface. At the top left is the HelpMyCloud logo. The navigation bar includes 'Launchpad', 'Open New Ticket', 'My Tickets (0)', and 'Company Tickets(8)'. The main heading is 'Open a New Ticket'. Below it, a message says 'Please fill in the form below to open a new HelpMyCloud ticket.' The form consists of several sections: 1. 'Module Type:*' with a dropdown menu. 2. 'Company:' section with 'Name:' and 'Email:' fields. 3. 'Ticket Details' section with a 'Subject: *' field and a rich text editor for 'Details:'. 4. 'Attachments:' section with a 'Browse' button. 5. 'Priority Level:' dropdown menu. At the bottom, there are three buttons: 'Create Ticket', 'Reset', and 'Cancel'. Red boxes highlight the 'Module Type', 'Company', 'Subject', 'Attachments', 'Priority Level', and 'Create Ticket' elements.

How to Open a New Ticket

- Select the SuccessFactors module that relates to ticket.
- Your Company/Name/Email will be filled in automatically
- Fill in the subject line similar to an email subject line.
- Please be as specific as possible when filling out the details section.
 - Using the rich text editor it is easy to format the message with bulleted/numbered lists, bold/italics/underlining, pictures, files to help organize complex messages.
- You may insert as many images as needed and are able to annotate these with notes.
- Feel free to attach one file if needed.
 - If multiple file attachments is needed, first zip them up, then attach the zip.
 - Please, do not upload any sensitive or confidential information.**
- Select a priority level: On Hold, Standard, High.
- Once done simply click "Create Ticket".
 - Note: If you click "Reset" it will reset all the fields to default (empty).

My Tickets

“My Tickets” will give you a searchable list of all the tickets that have been created.

Launchpad | Open New Ticket | **My Tickets (1)** | Company Tickets(4) | Company Settings

My Tickets

Showing 1 - 1 of 1 Open Tickets [Export Tickets](#)

Ticket #	Create Date	Status	Subject	Module	Total Solution Units	Solution Units this month	Solution Units Last month
304597	03/20/2018	Open	Create new Atom for OLD QA instance in ...	Integration	0.0	0.0	0.0

Page: [1]

- You may perform simple searches using the text search field and the view will be sorted by ticket status.
- The ticket number is a clickable link to an expanded ticket view.
- If necessary, there is an option to export the current viewable list to a .csv file by clicking “Export Tickets”.

Company Tickets

The “Company Tickets” page is a replica of the “My Tickets” page except it will show all the tickets for the entire account. Access to this page is a permission that can be set individually for each user.

Launchpad | Open New Ticket | My Tickets (1) | **Company Tickets(4)** | Company Settings

Company Tickets

Showing 1 - 4 of 4 Open Tickets [Export Tickets](#)

Ticket #	Create Date	Status	Substatus	Module	Subject	Text	Created By	Assigned To	Total Solution Units	Solution Units this month	Solution Units Last month
265704	02/20/2018	Open	New	Employee Central	HR Router role		Kelly Doe	Tommy Tester	25.0	0.0	0.0
964427	03/20/2018	Open	New	Employee Central	New daily batch job failing		Bill Jean	Tommy Tester	0.0	0.0	0.0
304597	03/20/2018	Open	New	Integration	Create new Atom for OLD QA instance in ...		John Doe	Tommy Tester	0.0	0.0	0.0
415746	04/30/2018	Open	New	Integration	New payrole data		Garrison Smith	Annka Tester	0.0	0.0	0.0

Ticket View

Clicking on the ticket number in either “My Tickets” or “Company Tickets” open my details about that specific ticket. This is where the ticket conversation will be housed and any additional important information for the open items.

Ticket #304597 

Ticket Status:	Open	Company:	Demo Inc.
Department:	Support	Name:	John Doe
Create Date:	03/20/2018 5:58 pm	Email:	hmctst1@gmail.com
Module Type:	Integration	Assigned To:	Tommy Tester
Priority Level:	On Hold		
Ticket Substatus:	New		















Subject : Create new Atom for OLD QA instance in Bomi

03/20/2018 5:58 pm

Description :

We would like assistance in creating a new boomi atom for our OLD QA instance

To best assist you, please be specific and detailed Draft Saved

</> |  |  |  |  |  |  |  |  |  |  |  |  |  | 

Reply *

- There is an area to add a response to the ticket in the reply field.
 - Similar to the “Open Ticket” page, there is a rich text editor to provide detailed communication.
- Additional attachments can be provided by clicking “Browse”.
 - One attachment per reply is allowed, if more is needed, please create a zip file.
- Click “Post Reply” to submit the communication to the consultants.
 - If you click “Reset” the reply field and attachment will be set to default (empty).

Company Settings

Company Information

The “Company Settings” page is sometimes referred to as the account admin page. This page is for updating account information and managing users. Access to this page is a permission that can be set individually for each user.

helpmycloud.com | Launchpad | Open New Ticket | My Tickets (1) | Company Tickets(4) | **Company Settings**

Company Information

Date Joined: 2018-03-20 19:39:07

Company Name:	Demo Inc.	Primary Client Contact:	First Name:
Address 1:	123 Prime St.	Last Name:	
Address 2:	Suite 1000	Title:	
City:	Gotham City	Email:	
State:	New York	Phone:	
Zip Code:	12345	Primary Billing Contact:	First Name:
		Last Name:	
		Title:	
		Email:	
		Phone:	

Preferred Invoice Billing Method:

Update **Reset**

To update company information, simply fill in the fields and click “Update”. If “Reset” is clicked, the fields will be reset to their original values.

Configured Users

Configured Users

4 users

	User Name	Email	View Co. Tickets	View Co. Settings	Created On	
<input type="checkbox"/>	Richelle Garcia	richellegarcia@demoinc.comx	YES	YES	2018-05-11 14:06:23	Edit
<input type="checkbox"/>	Anthony Scott	tonyscott@demoinc.comx	YES	YES	2018-05-11 14:09:01	Edit
<input type="checkbox"/>	Lynnette Brooks	lynetterbrooks@demoinc.comx	YES	YES	2018-05-11 14:09:45	Edit
<input type="checkbox"/>	James Shoop	jamesshoop@danainc.comx	YES	YES	2018-05-11 14:10:30	Edit

Add new user **Reset user password(s)** **Remove selected user(s)**

Adding A User

To add a user click “Add new user” and fill out the window. A new temporary password will be sent to the email address associated with that user.

Edit User Information

To edit an existing user click the “Edit” button next to the user. This will allow you to change the user’s name, privileges, or assigned plans.

Note: To change a user’s email. Please email contact your CSM, create a ticket using the “other” category (no charge will apply to this ticket), or email admin@helpmycloud.com

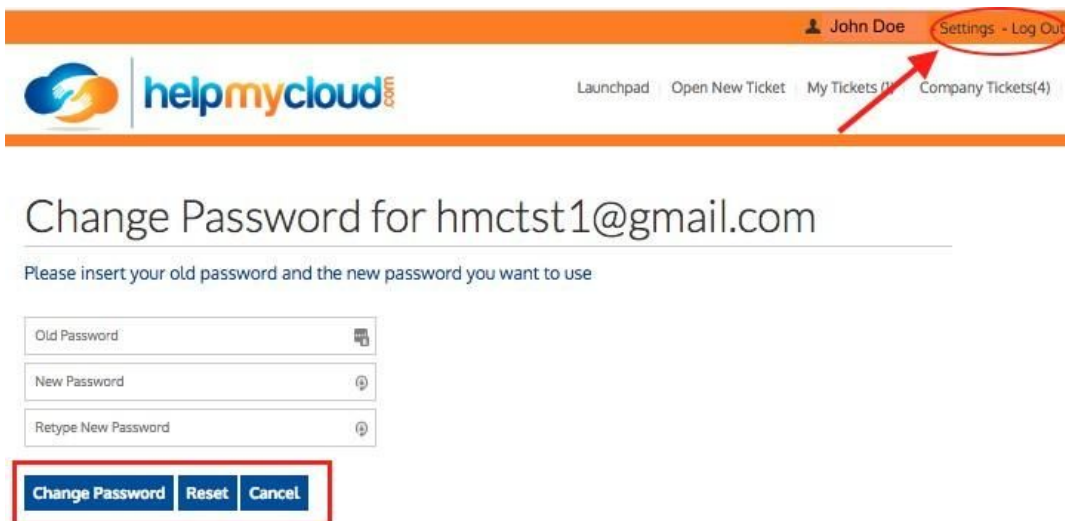
Reset a user’s password or Remove a user

To reset a user password or remove a user click the checkbox to select the user(s) then hit either the “Reset user password(s)” or “Remove selected user(s)” button.

Note: Removing a user just removes their access. All tickets and conversations will not be lost or removed. If needed, tickets can be reassigned to a new user by contacting your CSM, creating a ticket using the “other” category (no charge will apply to this ticket), or email admin@helpmycloud.com

User Settings

To update your user settings click “Settings” in the top menu bar next to your name.



John Doe Settings - Log Out

Launchpad Open New Ticket My Tickets (0) Company Tickets(4)

Change Password for hmctst1@gmail.com

Please insert your old password and the new password you want to use

Old Password

New Password

Retype New Password

Change Password Reset Cancel

Changing a Password

To change the password first click on the “Settings” link.

1. Put in the existing password in the top field
2. fill out the new password in the next two fields
3. click “Change Password”
 - The new password must conform to the following rules:
 - Must be at least 8 characters long
 - Must include at least one number
 - Must include at least one lower case letter
 - Must include at least one upper case letter
 - Must include at least one special character (!@#\$%^&*()-+=_)