

Veeva Global Support Policy

Overview

This Veeva Support Policy applies to all Veeva product offerings. The policy applies to support provided by Veeva as part of the product offering acquired by you under your Master Support Agreement (MSA). Product support is subject to the terms and conditions of the MSA. The services and or policies referenced in your MSA may further describe the support delivered by Veeva specific to the product offering acquired by you under your order. Product support does not include services for any Veeva service offering or program that is not expressly provided by Veeva as part of the product offering under your MSA. As used in this Support policy, "you" and "your" refers to the entity that has purchased products from Veeva. This support policy is subject to change at Veeva's discretion.

Support Terms

Support Fees

The fees paid by you for the Veeva product offering under your contract includes the product support described in this policy.

Support Period

Product support is effective during the term of your subscription for use of Veeva products. Veeva is not obligated to provide product support beyond this term of your subscription.

Technical Contacts

Your administrators are the sole liaisons between you and Veeva for support of the products. The admins must be knowledgeable about the Veeva products and your environment in order to help resolve system issues and to assist Veeva in analyzing and resolving support tickets. When submitting a ticket, your admins should have a baseline understanding of the problem and an ability to reproduce it, in order to assist Veeva in diagnosing and triaging. Veeva may review service requests logged by your admins, and may recommend specific training to help avoid service requests that would be prevented by such instruction.

First and Second Line Support

Customer Responsibility:

With the exception of PromoMats, CDMS and SiteVault Free, you are expected to establish and maintain the organization and processes to provide "first line support" for the products directly to your end users. First line support shall include but not be limited to (i) a direct response to users with respect to inquiries concerning the performance, functionality, or operation of the product(s), (ii) a direct response to users with respect to problems or issues with the product(s), (iii) a diagnosis of problems or issues of the product(s), and (iv) a resolution of problems or issues with the product(s). If after reasonable efforts you are unable to diagnose or resolve problems or issues of the product(s), only your admins may contact Veeva for "second line support."

Veeva Responsibility:

First line support shall only be provided to PromoMats that have opted for this service and for CDMS and SiteVault Free customers. Support shall consist of advice on PromoMats, CDMS and SiteVault Free product functionality, troubleshooting and Veeva internal escalations for all end users.

Second line support shall consist of (i) a diagnosis of problems or issues with the product(s), and (ii) reasonable commercial efforts to resolve reported and verifiable errors in the product(s) so that the product(s) performs in all material respects as described in the associated program documentation.

Veeva may review service requests logged by your technical contacts, and may recommend specific process changes to assist you with the practices described in this Product Support policy.

[Access to Customer Environments](#)

Veeva Support is permitted to only access customer data per the customer MSA, or with explicit customer consent. Veeva Support treats the opening of a customer ticket as consent to allow Veeva Support to provide support services to a customer, and access relevant customer data only for the purposes of troubleshooting or providing support.

Veeva Global Service Center

[Veeva Global Service Center](#) consists of:

- First Line Support for Vault PromoMats and CDMS end-users
- Advice on product functionality in accordance with agreed upon Service Level Agreement
- Escalation to Product Support
- 24/7 support via phone, portal and email

Veeva Product Support

[Veeva Product support](#) consists of:

- Second line support
- Product updates, fixes, security alerts, and critical patch updates
- General releases, limited releases (where applicable), maintenance releases, and documentation updates
- Assistance with support requests in accordance with agreed upon Service Level Agreement (SLA)
- Access to [Veeva.com/support](https://veeva.com/support) (24/7 web-based support portal), including the ability to log support requests online.

SiteVault Free Support

[SiteVault Free support](#) consists of:

- First line support includes, but is not be limited to (i) a direct response to users with respect to inquiries concerning the performance, functionality, or operation of the product(s), (ii) a direct response to users with respect to problems or issues with the product(s), (iii) a diagnosis of problems or issues of the product(s), and (iv) a resolution of problems or issues with the product(s).
- Product updates, fixes, security alerts, and critical patch updates
- General releases, limited releases (where applicable), maintenance releases, and documentation updates
- Access to SiteVault Support for assistance through email and phone.

Supported Products

Veeva uses a unified and consistent release naming scheme across all Veeva product lines. Product Release names use the following format:

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2 digits of year + R + sequence number for release within the year.

Example: **17R1**

This change makes it easier to correlate related versions across product lines as many customers are now using Veeva's pre-integrated solutions. This change is effective for all releases occurring in calendar year 2017 and moving forward.

There is an associated technical release name so that it uniquely identifies a given patch. Technical release names use the following format:

3 nodes separated by a dot → **major.patch.hot fix**. In the example below, it shows the 10th patch of the 17R1 major release.

Example: **17R1.10.0**

The Veeva Products include:

- [Veeva Vault](#)
- [Veeva Network](#)
- [Veeva CRM](#)
- [Veeva Align](#)

For **Vault**, most functionality is available when using Mobile Safari on iPad. Some functionality is not supported as listed in the [Vault Help documentation](#).

For **CRM**, the supported portable tablet devices are listed:

- [iOS support policy](#)
- [Windows device requirements](#)
- [Windows OS support policy](#)

Contacting Veeva Global Service Center

Veeva Global Service Center can be reached in the following ways:

- Through email: support@veeva.com
- Through portal: <https://support.veeva.com>
- Telephone: US +1 315 294 9458, EU +44 (0) 1865 398 190, APAC + 61 (0) 2841 722 28

Support Hours

Support for PromoMats and CDMS end users is available 24/7

Response Times

A Global Service Center Associate will use reasonable endeavors to respond to the ticket reporter via the support portal within the time frame defined in the table below.

Priority	Definition	First response
Low	Routine Service Requests includes: <ul style="list-style-type: none"> • How to queries • Product Functionality • Escalations 	12 hours 24x7x365

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Contacting Veeva Product Support

Veeva Product Support can be reached in the following ways:

- Through the customer Support Portal: [Veeva.com/support](https://veeva.com/support)
- Veeva Service Status Portal: Veeva maintains a service status portal, which customers can access at: trust.veeva.com (“Veeva Trust Site”). The Veeva Trust Site provides alerts regarding general service status, incidents, announcements, and current availability across Veeva’s product infrastructure, but is not a customer-specific availability measure. Customers may subscribe to RSS feeds available on the site to receive automated service related notifications. To make a claim for failure to meet the SLA reflected in your contract, follow the procedure outlined in your contract.
- Phone Support: The following numbers could be used to report outages or speak to the Veeva support engineer currently assigned to work on your tickets. Please note that when reporting an outage via phone, while we will start the investigation immediately, you may be directed to Veeva Support Portal to provide detailed information so we can better track, follow-up and resolve your issue. Phone support cannot be used to open a new ticket.

Regional Phone Numbers	
Australia	+61 (2) 80741203
Brazil Line	+55 (11) 49355403
Canada Toll Free	(800) 467-7818
France Toll Free	+33 (805) 371639
Germany Toll Free	+49 (800) 0009586
Hungary Toll Free	+36 (80) 019385
India Toll Free	(000800) 9190775
Philippines Line	+63 (2) 86396781
Mexico Line	+52 (5) 565991794
Poland Line	+48 (22) 2922149
Spain Toll Free	+34 (900) 423475
Switzerland Toll Free	+41 (800) 563377
US Toll Free	(888) 537-3064
UK Toll Free	+44 (800) 3686283

Support Hours

Support business hours are regionally defined. Support for customers’ Veeva administrators is available during the following times:

US hours: 8 a.m. – 8 p.m. ET

EU hours: 9 a.m. – 6 p.m. CEST

APAC hours: 9 a.m. – 6 p.m. CST

The overlap of these hours allows a follow the sun support model covering the hours of Midnight (12 a.m.) Monday to 8 p.m. Friday US ET. Product support is closed or may operate on a limited capacity during selected Veeva holidays. Off-hour product support is available during all periods in which product support is closed or limited. Off-hour product support: Alternate notification systems, such as voice mail, email and texts received on mobile phones are used as a backup when product support engineers are assisting other customers or are otherwise not available. A product support engineer is available for level 1 issues 24 hours per day, seven days per week through the alternate notification systems, including on holidays.

Response Times

Problems reported through the product support portal receive an automated email confirmation and ticket number. A product support engineer will respond to the ticket reporter via the support portal within the time frame defined in the table below.

Priority	Definition	First response
Urgent	<p>Urgent production issue affecting all users, including system unavailability and data integrity issues with no workaround available.</p> <ul style="list-style-type: none"> The production application is not available. The application is in production and malfunctions such that a significant portion of users cannot perform their daily tasks and there is no reasonable workaround. The application has a security related error that is considered a high risk. 	1 hour 24x7x365
High	<ul style="list-style-type: none"> Major functionality is impacted or significant performance degradation is experienced. Issue is persistent and affects many users and/or major functionality No reasonable workaround available 	4 business hours
Normal	<ul style="list-style-type: none"> System performance issue or bug affecting some but not all users. Short-term workaround is available, but not scalable. Also includes time-sensitive requests such as requests for feature activation or a data export. 	1 business day
Low	<ul style="list-style-type: none"> Inquiry regarding a routine technical issue that affects a small number of users. Information requested on application capabilities, navigation, installation, or configuration. Reasonable workaround available. Resolution required as soon as reasonably practicable. 	2 business days

Escalation Process

If an issue needs to be escalated for any reason please follow this process:

Click the “Escalate” button available in the ticket view of the support portal.

- The appropriate Sr. Support Engineer and Product Support Manager will be notified, acknowledge the ticket escalation and provide next steps in the comments.

For further escalations, request contact from support management via the ticket comments, and you will be contacted directly.

Escalation path is as follows:

- Product Support Manager
- Regional Support Director
- Global Support VP
- SVP of Customer services

Out of Scope

The following items are considered out of scope for standard Veeva Product Support:

- Configuration changes and testing configuration.
- Training/how to sessions.

- Password resets (this is self service).
- Modify customer data.
- Build, debug, or minify Multichannel Content, Closed Loop Marketing (CLM) content, Approved Email (AE), Engage, CoBrowse, Vault Java SDK code
- Setting up reports.
- Data work - Assigning territories, creating new accounts, loading data, etc.

Contacting SiteVault Free User Support

SiteVault Free User Support can be reached in the following ways:

- Through email: sitevaultsupport@veeva.com.
- Telephone: 614-918-9997. Calls received outside of standard business hours will be routed to voicemail and user will receive a callback once standard business hours resume.
- Outage hotline (reserved for urgent production outages only): Phone: 888-537-3064

Response Times

SiteVault Free User Support will use reasonable endeavors to respond to the requesting user within the time frame defined in the table below:

Priority	Definition	First response
Urgent	Urgent production issue affecting all users, including system unavailability and data integrity issues with no workaround available. <ul style="list-style-type: none"> • The production application is not available. • The application is in production and malfunctions such that a significant portion of users cannot perform their daily tasks and there is no reasonable workaround. • The application has a security related error that is considered a high risk. 	One (1) Hour 24/7/365 Outage Hotline Only
Normal	Routine Service Requests includes: <ul style="list-style-type: none"> • How to queries • Product Functionality • Other technical or performance issues 	24 hours

Out of Scope

The following items are considered out of scope for standard SiteVault Free User Support:

- Training/how to sessions.
- Modification of customer data.
- Setting up reports.

Signature page for Veeva Global Support Policy (v7.0)

Functional Approver	Jason Harlander Approver 17-Jan-2020 13:59:21 GMT+0000
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Functional Approver	Camila Ocampo Approver 20-Jan-2020 09:58:42 GMT+0000
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