

Cúram Support Policy



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Cúram Support Policy

This document defines Cúram Subscription & Support (S&S), including the differences between Premium S&S and Extended S&S, outlines S&S prices, and indicates how customers can engage with Merative support.

Cúram Subscription & Support (S&S)

Cúram Subscription & Support (S&S) is a comprehensive program providing technical support and product enhancements to help clients meet their current objectives and future goals. It includes options that are designed to meet the demands of the development and production environments.

There are two types of Cúram subscription and support options:

- **Premium S&S** is provided on a major version for a minimum of 5 years from the date of release of that version or for 2 years after the release of the next major version, whichever is the longer term.
- **Extended S&S** may be offered after the end of the Premium S&S period for an additional cost.

The services included in each option are listed in Table 1 (below).

Services	Premium S&S	Extended S&S
Product enhancements (on latest major version release)	✓	✓
Software maintenance updates	✓	Critical fixes only
Security updates	✓	✓
Dashboard reports	✓	✓
10 consultancy days	✓	✓
Online case submission	✓	✓
Online ideas submission	✓	✓
Sponsor user participation	✓	✓
S&S for product versions that have reached their end of support period	X	✓
Project consultancy hours	Priced separately	Priced separately

Table 1: The services included in the Premium S&S and Extended S&S options

Cúram Premium S&S

Cúram Premium S&S provides customers a comprehensive program of technical support and product enhancements to meet current objectives and future goals.

Product Enhancements

Our product is continuously evolving to support our customers' businesses with functional enhancements and technology updates. When your S&S agreement is active, it provides you with access to all our available software releases and fixes as specified in your license agreement. Enhancements will typically be provided on the latest version release only; e.g. new features/enhancements will be provided on v8.x until v9.x is released, at which time v8.x will go into maintenance mode.

Software Maintenance Updates

Scheduled releases to address Known Issues and ad hoc fix requests are also part of our Premium S&S support.

For more information about the model software maintenance releases and the release strategy, see [Cúram Release and Maintenance Model](#)

Security Updates

Cúram Product Development works with the Merative Chief Information Security Officer security team to identify and address security vulnerabilities in supported versions. Security bulletins published on the Cúram S&S community page, communicate information about identified security vulnerabilities in Cúram, the solution that is delivered to mitigate the security vulnerability, and the versions of Cúram in which the solution has been delivered.

Dashboard Reports

Cúram S&S generates quarterly support value dashboard reports. The following list outlines the detail that is contained in the reports for the previous six months by customer:

- Status of your open and closed cases
- Status of Known Issues (defects)
- Status of fixes and enhancements that have been released or are in planning stage
- Information on the current roadmap

These reports are available from your Cúram Program Director.

10 Consultancy Days

10 consultancy days can be requested through your Cúram Program Director who will work with you and our Cúram Certified Consultants to schedule these days. The timing and delivery of these days is at Merative's discretion.

The following list outlines some, but not all, of the ways you could use these days:

- Upgrade assessment
- Gap analysis
- Strategic advice
- Review of, or assistance with, testing plans
- Methodology review
- Implementation review
- Health check

The 10 days are available for each 12-month period of your S&S renewal. These consultancy days cannot roll over into the next S&S renewal. For example, a 12-month S&S includes 10 consultancy days while a 24-month S&S includes 10 consultancy days in each year.

If you require on-site delivery of the consultancy days, travel and living expenses will be billed.

Online Case Submission

Engage with our support professionals through our online portal to obtain expert advice and answers to your questions. Before you open a [support case](#), review Cúram documentation and attempt to reproduce the issue in an unmodified Cúram installation. When a support case is opened, we might request further information from you directly on the case or with a link to our [Must Gather](#) documents.

Online Ideas Submission

We welcome your ideas. To open an enhancement request at any time, go to the [Merative Ideas Portal](#). Our product is continuously evolving to support our customers' business with functional enhancements and technology updates.

Sponsor User Participation

The sponsor user program allows clients to co-create with the Cúram product team throughout the product lifecycle, ensuring our enhancements meet your needs. You can engage with our teams on those initiatives that interest you most. To learn more about how you can impact the Cúram product by participating in this program, contact your Cúram Program Director.

Optional Project Consultancy Hours

Project consultancy hours are a great way to future-proof your investment with Cúram.

By purchasing a pre-defined number of project consultancy hours as part of S&S, you can classify the expenditure as part of your maintenance and operations budget rather than capital or project expenses. This gives your team a more agile path towards system upgrades and maximizing new software features.

These hours can be used during the term of your S&S contract, but the hours cannot be carried forward into the next renewal. The cost of this offering will be determined by the number of consultancy hours you decide to purchase.

The following list outlines the key benefits of the project consultancy hours:

- Proactively equip your agency by securing additional consultancy hours to support your initiatives.
- Customers can include additional consultancy hours as part of their operational expenditure to be used during the term of their S&S agreement.

Your Cúram Program Director can provide details of the rate card for these project consultancy hours.

Cúram Extended S&S

Cúram Extended S&S is offered at Merative's discretion and is designed to provide support for clients who require a little more time to migrate to a version with premium support. Extended S&S will be provided for a minimum of 1 year after the end of premium support of a product version, and at Merative's discretion thereafter. Extended S&S will be charged at an additional 10% of your previous years S&S, compounded per year.

Key benefits of Cúram Extended S&S include:

- Continued S&S for product versions that have reached the end of their premium support period.
- Access to new software releases on the most recent version.

The following highlights important key aspects regarding Cúram Extended S&S:

- Product enhancements and scheduled maintenance releases will not be delivered for versions that are past the Premium S&S period.
- Merative will only consider customer critical fix requests for issues that severely impact production (Severity 1).
- S&S for later versions of third-party technologies will not be provided.
- Customers are working on a plan to migrate to a supported version.

Reinstatement of S&S

If your S&S renewal lapses or you choose to cease S&S Services and you want to recommence coverage later, Merative reserves the right to charge a reinstatement fee. When the reinstatement fee has been paid, then you can purchase the standard S&S Services for the year following the reinstatement.

Changes to this Policy

Cúram S&S policies may be changed at any time without prior notice.

Engaging with Support

This section outlines the process for engaging with Merative support, including how problems in Cúram are documented, tracked, and corrected, and how customers can request a critical fix or a backport fix.

Hours of Operation

Support business hours reflect the normal country business hours in your time zone. For example, 8:00 AM to 5:00 PM in North America or 9:00 AM to 6:00 PM in some parts of Asia and Europe, Monday through Friday, excluding national or statutory holidays. Off shift hours, defined as all other hours outside of normal country business hours, only apply to Severity 1 issues.

Note: Support will work with you 24x7 to resolve Priority/Severity 1 issues, provided you have a technical resource available to work during those hours. You must reasonably assist with any problem diagnosis and resolution.

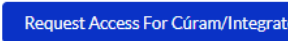
Severity Definitions and Response Times

While support commits to responding within the stated response times, we cannot commit to providing a resolution within the response time period.

Priority/Severity	Description	Response Time Objective
1: Critical business impact/ service down	Business critical functionality is inoperable or critical interface has failed. This applies to a production environment and indicates an inability to access services resulting in a critical impact on operations. This condition requires an immediate solution. This usually impacts all users or a significant portion of users.	2 hours <i>Note: Opening a Severity 1 support case immediately alerts our on-call support staff 24x7</i>
2: Significant business impact	A service business feature or function of the service is severely restricted in its use or you are in jeopardy of missing business deadlines. This usually impacts at least a subset of users rather than one individual.	2 business hours
3: Minor business impact	Indicates the service or functionality is usable and there is not a critical impact on operations. There may be impact for only a single user.	2 business hours
4: Minimal business impact	An inquiry or non-technical request. Any issue that has no impact on operations and can wait days for resolution.	2 business hours

Request Access to S&S Community

The following steps outline how you can request access to the S&S community:

1. Go to [Merative Support](#).
2. Click 
3. Complete the details in the form.
4. Click **Submit**.

You will receive an email from the address mrtsc@Cúram.com. The email includes a link that you can use to set up your password and login ID.

Named Contacts

Named contacts are identified by the customer as those authorized to log support cases on behalf of the customer. We limit the number of contacts a customer can name by project to avoid the duplication of issues and to ensure effective project management of the issues raised.

The following list outlines important details in the named contacts support service:

- The named contacts must have achieved Cúram Technical or Cúram Business Certification.
- Each customer can request four named contacts per customer project.
- Merative will consider exceptions to the named contacts service where the customer provides a business justification.

Before You Log a Case with Support

Before you engage product S&S, ensure that you reproduce any reported issues in an unmodified Cúram environment. The information that you require to open a support case is detailed in the [Must Gather](#) pages.

When you provide this information, it will ensure the quickest response to your support case. The support agent may direct you to specific [Must Gather](#) documents to obtain more detailed information. **Do not include Protected Health Information (PHI) that could be used to identify a patient (e.g., names, address, dates of birth, medical record numbers, SSNs etc).**

On occasion, the Cúram product support team may request that the customer provide appropriate remote online access to their test system. When you provide remote online access it can significantly improve responsiveness to issues that are difficult to reproduce.

Support Case Status

Table 2 shows the five types of status for a support case and provides a description of each.

Status	Description
New Case	The support case has been submitted and has not yet been assigned a Case Owner
Merative is Working	The support case is being actively investigated by Merative
Awaiting your Feedback	The support case is awaiting feedback from the Case Contact: <ul style="list-style-type: none">– Information requested– Question answered– Acknowledged as a Defect and Known Issue created
Closed By Merative	Product Support Agent has closed the support case
Closed By Client	Client user has closed the support case

Table 2: Support case status and description

Case Resolutions

Merative strives to address all Known Issues and will use commercially reasonable efforts to correct them. If Merative deems, at its sole discretion, not to fix a particular Known Issue, our support team will work closely with you to explore alternative approaches.

Known Issues

A Known Issue is the process by which a problem in Cúram is documented, tracked, and corrected. A Known Issue is opened by the Cúram support team when a new problem, identified by a support case, is reported for which a product or documentation change is required.

If an issue has already been resolved in a later release, this might be the sole resolution for that issue. If this is not feasible for the customer, alternative solutions will be sought which may include a critical fix request.

If additional work is required to, for example, backport a solution from a later service pack, this work might be billable.

When a Known Issue is opened, the Known Issue reference will be shared and the product support agent will request closure of the support case. The Known Issue will go into the product backlog and be prioritized accordingly.

You can view all customers Known Issues on [our support site](#).

A Known Issue can have one of three status values. The following list outlines the three types of status values:

- Open: an issue in the latest release of the product, unresolved.
- Closed: fixed in the product; cancelled; not consistent with the current or future product direction.
- Candidate: a candidate for an upcoming release of the product.

Critical Fixes and Backport Fixes

Typically, customers request critical fixes and backport fixes for production issues where it is not possible to wait for a scheduled release or to move to a later release that includes the fix. For more information about how to request a critical fix or a backport fix, see [Requesting a Critical Fix](#).

Escalations

To escalate a support case to the support manager, update the support case with this request and Merative will take appropriate action.

Customizations

The S&S offered by Merative covers defects that are present in the unmodified software. When you develop Cúram applications, you must comply with the guidelines in the product documentation to ensure that you can easily upgrade to future versions without affecting your custom functionality. Complying with these guidelines is essential to ensure that Cúram S&S can better support your custom implementation.

A requirement of continuous delivery, Fix Pack, and iFix release types is that they can safely move, restructure, or overwrite application files. If application files are modified, upgrades might overwrite them without notice and the changes might not be compatible with the modifications. Reapplying the in-place changes afterward might not be possible. The new release may not behave as expected in such an environment.

If you need some capability that you cannot fulfill through a combination of external APIs and the allowed extension mechanisms, go to the [Merative Ideas Portal](#) and open an enhancement request. If appropriate, a new API, customization hook, strategy pattern or configuration-based approach might be made available. In some circumstances an internal API might be re-designated as external.

Software Downloads and Security Bulletins

To download your entitled software, related fixes and assets, and security bulletins from [Cúram S&S](#), click **Software Downloads**. If you cannot access the downloads, please log a support case.

The following list outlines the Cúram software that you can access:

- Full development installers – as per your licensed entitlement
- Fixes: such as iFixes, and maintenance releases – select **Fixes and Assets**
- Assets: such as the Upgrade Helper tools – select **Fixes and Assets**

Security Bulletins can be found under "More - Knowledge Documents - Security Bulletins."

Additional Information

Support Newsletters

Quarterly newsletters are available at [Support Newsletters](#).

Release Notes

- For release notes published after October 2022, see [Merative Support Docs](#).
- For release notes published before October 2022, see [Support articles and release notes](#).

Product Documentation

For product documentation, see [Merative Support Docs](#).

Education

For more information about Cúram Education and Certification, see [Cúram Education](#).

About Cúram

Cúram, offered by Merative, has over 25 years of experience helping national, regional, and local governments transform the delivery of social services, empower caseworkers, and help individuals and families access the programs they need to achieve better outcomes. Used in 12 countries and jurisdictions, available in 7 languages, and supporting over 970 government programs, the Cúram platform connects benefits administrators, social services agencies, and case managers, to serve and protect 187 million citizens annually.

Learn more at merative.com/curam

About Merative

Merative is a data, analytics and technology partner for the health industry, including providers, health plans, employers, life sciences companies and governments. With trusted technology and human expertise, Merative works with clients to drive real progress. Merative helps clients orient information and insights around the people they serve to improve decision-making and performance. Merative, formerly IBM Watson Health, became a new standalone company as part of Francisco Partners in 2022.

Learn more at merative.com



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