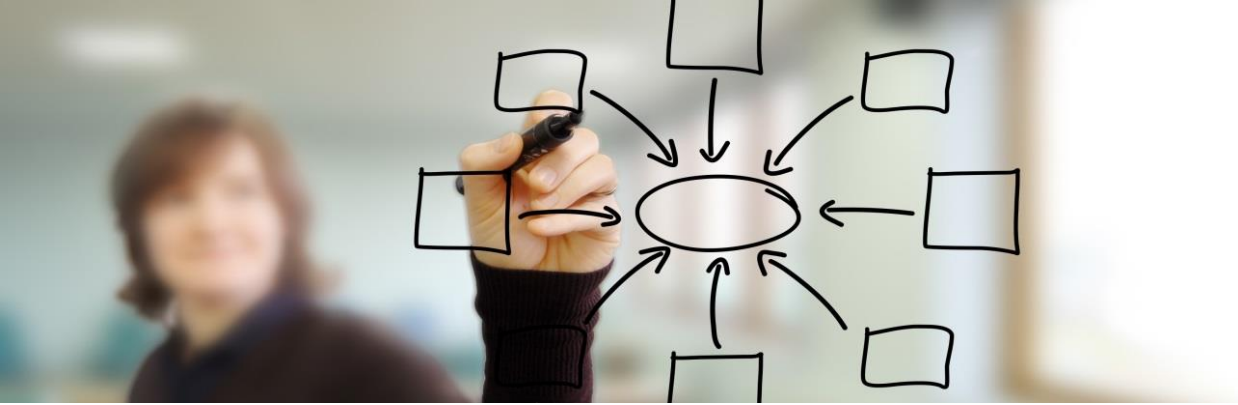




Support & Service Guide

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Guide
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Table of contents

1 Introduction	3
2 Glossary	4
3 Technical support	5
3.1 Opening hours	5
3.2 Uncritical problem handling (e-mail)	5
3.3 Critical troubleshooting and emergency support	5
3.4 24 x 7 Support	5
3.5 Support from the local integrator	6
3.6 Web Portal	6
4 Support guidelines	7
4.1 Qualification	7
5 Standard case process	8
5.1 Case creation	8
5.2 Case owner	8
5.3 Case e-mail	9
5.4 Solution through initial reaction	10
5.5 Case communication frequency	10
5.6 Case Status	10
5.7 Case escalation	11
5.8 On-site support	11
5.9 Closed cases	12
6 Software life cycle, maintenance, upgrade and update	13
6.1 Software upgrade / update	13
6.2 Service packs and hotfixes	13
6.3 Product life cycle	13
6.4 End Of Life (EOL)	13
6.5 End of Support (EOS)	13
7 Further conditions	14
7.1 Customised application support (application support)	14
7.2 Product support from third-party providers	14

1 Introduction

You need fast, effective solutions throughout your product lifecycle to protect your investment. In today's connected world, you need to secure your competitive advantage.

When it comes to solving your toughest problems, you need easy access to comprehensive product knowledge. You need the certainty that you have an emergency strategy in critical situations.

Annual investments in support services pay off and avoid stressful situations with your customers.

The following sections summarized the benefits of VIDEC's support and services. This guide describes processes and procedures for our customers who have entered into a contractual relationship with VIDEC.

The entitlements of individual customers may vary. Customers can determine their entitlements on the basis of their respective framework or subscription contracts.

This document is a VIDEC guideline and is subject to change at the discretion of VIDEC at any time with or without notice. It is provided for informational purposes only. VIDEC makes no representations or warranties of any kind, express, implied or statutory, and assumes no responsibility for the accuracy, completeness, adequacy or reliability of the Guideline and disclaims any liability of any kind for claims arising out of disclosure of or reliance on the Guideline or its conformity or nonconformity. No warranties of merchantability or fitness for a particular purpose apply.

2 Glossary

Case

Single problem when operating software.

In this document, the English term is used instead of "case".

Service Pack (SP)

An installation of product files and extensions that patch an entire product. Service packs are subjected to a complete regression test to ensure full product functionality.

Hotfix

A software update that corrects an error due to urgency. A hotfix is only tested to a limited extent.

Workaround

Is an alternative solution to avoid known misbehavior.

System integrator

It is a service provider that implements a solution for the end customer using products purchased from VIDEC.

3 Technical support

VIDEC support experts are available to assist you with product questions and technical problems with licensed software or purchased subscription products. VIDEc is active in many countries and is supported by system integrators there.

If you require country-specific opening hours, please contact your system integrator or speak to our local sales representative.

3.1 Opening hours

Opening hours	Monday to Friday, 09:00 to 12:00 and 13:00 to 17:00
Language	German and English
Telephone	+49 421 33950 99
e-mail	support@videc.de
Exceptions	Public holidays in Bremen

VIDEC offers telephone support for registered products, which is available depending on capacity utilization.

In the event that support is understaffed or working at capacity, customers of these subscription products (secure contract) will be given priority.

VIDEC offers various fee-based support services for reliable telephone support.

Please always have the license number and the subscription number to hand.

If a case is already being processed, please have the case number ready.

Good support from VIDEc can always be provided most effectively on the current product version. We therefore recommend that the products are always kept up to date by means of secure contracts.

3.2 Uncritical problem handling (e-mail)

Our preferred case handling for non-critical problems is by e-mail.

3.3 Critical troubleshooting and emergency support

Critical problems must be reported by the customer by e-mail. Once a case number has been assigned, the case is discussed over the phone and further planning or immediate action is taken. VIDEc has found that critical problems can be solved most effectively in direct and immediate dialogue via telephone support. The VIDEc support employee determines whether a case is critical.

3.4 24 x 7 Support

VIDEC does not offer round-the-clock support. Please contact your system integrator here.

3.5 Support from the local integrator

Local integrators sell, use and maintain products purchased from VIDEC. These integrators help with technical problems and are usually located locally.

The list of partners is publicly available on the VIDEC website:

<https://videc.de/en/company/partners/>

3.6 Web Portal

A web portal is currently being developed (as of June 2025). After successful registration, the following information could be made available:

- **Case management**
Create new cases, add new information to existing cases or upload files and documents to this case.
- **Technotes**
Detailed information on the products and solutions is compiled in the Technotes to support customers with knowledge transfer.
- **Knowledge database**
The knowledge database provides access to FAQs and support cases that have been released by the support team.
- **Ideas**
Ingenious ideas can simply be stored as ideas without any feedback.

4 Support guidelines

Customers should consult with VIDEC before upgrading or updating any third party software required to run VIDEC software.

VIDEC is not obliged to provide support in connection with problems or questions arising from third party software. Furthermore, the following conditions are excluded:

- Changed or abnormal operating conditions.
- The use of the VIDEC software by the customer in a manner for which it was not designed.
- Damage to the computer on which the VIDEC software is installed.
- negligence, misuse or modification of the VIDEC software or its configuration (including SQL) by the customer.
- Versions of the VIDEC software that are no longer in the product life cycle, EOL (End Of Life) and EOS (End Of Support).
- Systems that do not comply with the specifications or configurations (if any) stated.
- Effects of external systems (network, shared/virtual hardware, other products).
- Failure of the customer to provide backups or virus protection.
- Access to the software or data except via the official API.

4.1 Qualification

VIDEC expects this customer to have good knowledge of the products in question, to have completed a classroom or online training course on the product and thus to be a qualified user of the software. We offer training courses in Bremen and online for this qualification.

5 Standard case process

5.1 Case creation

Every case that is submitted by email, telephone or web portal is given a unique case number in the VIDEK case management system. This case number is used to record all information and messages relating to the facts of the case and store them in the case management system for later reference.

After the customer has received the case number by e-mail, the case can be processed by VIDEK Support.

When contacting VIDEK Support, customers should be prepared to provide the following information to expedite case resolution:

- Contact information and, if applicable, end customer information
- Name, license number(s) and version(s) of the products concerned
- A description of the reported problem
- Type of environment: Production, testing, development

Further information is important and speeds up processing

- Exact date/time since the problem started
- Screenshots, error messages, log files or log files
- Steps for reproducing an error or effect
- The urgency and impact of the problem

5.2 Case owner

During the processing of the case, a support employee is appointed as the case owner. The case owner is responsible for all communication with the customer and for the documentation in the technical support case. Notifications about the status, updates and requests for information from the support employee are made by e-mail, direct telephone call or via the web portal.

5.3 Case e-mail

Each case is assigned an email based on the impact and urgency of the issue. Support agents use email to prioritise the management of their workload. The support agent discusses the case prioritisation with the customer to ensure the impact and urgency of the issue is understood. The email may change as the case progresses.

	Impact	Urgency
Critical	- Complete system failure - Service failure that causes serious production interruptions - Essential product functions are not functional - Data loss - Significant economic impact	Immediate measures are required for restoration. The customer must provide a remote maintenance option if necessary. The case priority can be lowered if further work needs to be carried out after the failure has been rectified.
High	The problem has a significant impact on production or the process - Problems with data integrity - Functionality without workaround. - The problem leads to a complete obstruction of development work and project completion	Needs attention, a solution or possibly a workaround as soon as possible. Cases are processed during normal business hours. The case priority can be lowered if a workaround has been offered.
Medium	Suitable for single user problems: - General product function problems with known workarounds - Development problems - Product questions	Normal urgency: Cases are processed during normal business hours.
Low	Information request - General questions about the product or solution - Questions about documentation - A small problem - No risk for other functions or services	No urgency

5.4 Solution through initial reaction

The support employee will try to solve the problem during the first customer contact, the case will then be "closed" immediately.

If the case cannot be closed immediately, the case ID is sent by e-mail and the case is then considered "open".

5.5 Case communication frequency

Frequent enquiries and responses from the customer or support employee are required to resolve a problem. In the course of troubleshooting and processing, the support employee communicates with the customer based on the targeted communication rates or a mutually agreed frequency.

5.6 Case Status

A status is assigned to each case to identify the phase and the expected actions of the case. The status is managed and updated in the case management system until the case reaches the status "Close".

The most frequently used case statuses are listed below.

Active case status	Definition of
Open (support is involved)	The case was created and the case ID was sent to the customer by e-mail.
Close (case is closed)	The case was closed by the support employee. A solution may have been provided and is being implemented or verified by the customer.
Customer Action	The customer must complete actions or tasks before the support case can be processed further.
Development	The problem requires changes to the product code or troubleshooting at code level. This is expected to be fixed in the next service pack or release.

Note on Close:

A case can also be closed by the support employee if there is inactivity on the part of the customer or if there is no response.

5.7 Case escalation

If for any reason a customer feels that their case handling is not meeting their needs, they can request an 'escalation' of their case. This method is offered over and above the normal case process to ensure that customers have the opportunity to raise their hand if they need additional support.

Customers should not escalate cases at the time of initial submission. The following are possible reasons why a customer may request escalation of a case:

Reason	Description of the
Case inactivity	Unsatisfactory communication rate on the status of the case
Commercial impact	Sale, project or contract extension delayed until the case is resolved.
Financial impact	An unresolved problem affects the ability to manufacture products, operated a plant or has a financial impact on the customer.
Too long processing	It is being actively communicated, but the case has been open for some time.

Escalation path

- Talk to the support employee in advance to determine whether an escalation is necessary.
- Escalate in writing by e-mail or via the web portal
- VIDEK checks whether the case can be escalated

5.8 On-site support

VIDEC Support has many tools and options available to resolve customer issues remotely. Occasionally, however, on-site technical support may be required. If VIDEK and the customer mutually agree that the case is not progressing and remote support options are not sufficient, VIDEK will schedule an on-site visit and coordinate resources to provide on-site assistance.

VIDEC requires an order from the customer for the support service before a support employee travels to the site. The costs for the visit and a service fee may also be charged to the customer if it is determined that the problem is an application or integration problem and not a product problem.



5.9 Closed cases

Cases are closed if there is no further communication about a problem. If a support employee does not receive a response from a customer, they try to contact the customer at least twice before closing the case. The case remains open for at least three weeks until a response is received from the customer.

If necessary, closed cases can be reopened in order to re-investigate a problem. The reopening of a case must always be requested in writing in an e-mail stating the case ID.

6 Software life cycle, maintenance, upgrade and update

6.1 Software upgrade / update

Benefit from VIDECS "Subscription" or "Secure" offers and keep your software and systems up to date with the latest technology.

6.2 Service packs and hotfixes

Service packs are released as required and allow corrections to be made to the products.

Service packs are available to all registered customers.

Hotfixes are only created for products that are under a current maintenance contract.

6.3 Product life cycle

VIDEC answers questions about software that is still in the product life cycle.

<https://videc.de/service/produktlebenszyklus/>

6.4 End Of Life (EOL)

The "EOL" status marks the end of the service life of a software version. In general, this means that no further bug fixes will be made in this version. If the version of your software has reached EOL status, we recommend that you update to the latest version immediately.

6.5 End of Support (EOS)

Once a software has reached "EOS" status, the free technical support for this version ends. In this case, you have two options:

- Updating the version by means of an update or
- Commissioning of chargeable support

7 Further conditions

7.1 Customised application support (application support)

VIDEC Support is available to assist customers with a wide range of technical product issues. However, this does not include support for custom code, application design or debugging.

Application support can be rejected by VIDEC Support at any time.

7.2 Product support from third-party providers

VIDEC publishes compatibility and support information for third-party products in an interoperability matrix. This also provides information on product interoperability and supported versions for third-party products, operating systems and technologies.

VIDEC Support cannot solve a problem that does not fall within the scope of VIDEC products. For example, caused by underlying operating system problems, functional limitations of third parties or performance limitations of hardware components.

The support representative will work with the customer to determine if the issue falls within VIDEC's product scope or if the customer needs to pursue the issue with another vendor (e.g. Windows, OPC Server vendor).