



## Appian Self-Managed Maintenance Services

1. **SERVICE OBLIGATIONS** - Appian's service obligations depend on the type of Success Plan for Maintenance Services purchased by Customer in the corresponding Order Form, as shown in this chart:

	Community	Foundation	Professional	Signature
<b>Expert Guidance</b>				
<a href="#">Appian Community</a>	✓	✓	✓	✓
Onboarding Session	✓	✓	✓	✓
Customer Success Manager		✓	✓	✓
On Demand Advisory Services		✓	✓	✓
Insights		✓	✓	✓
Innovation Briefing				✓
<b>Technical Support Availability</b>				
Priority 1 & 2	Business Hours	24x5	24x7x365	24x7x365
Priority 3 & 4	Business Hours	Business Hours	Business Hours	24x5
<b>Initial Response Times</b>				
Priority 1	<2 Business Hours	< 1 Business Hour	< 15 minutes	< 15 minutes
Priority 2	<4 Business Hours	< 2 Business Hours	< 1 hour	< 1 hour
Priority 3	<16 Business Hours	< 8 Business Hours	< 4 Business Hours	< 4 hours
Priority 4	< 24 Business Hours	< 12 Business Hours	< 8 Business Hours	< 8 hours
<b>Technical Support</b>				
Maintenance Services Contacts	2	4	12	30
Case Management	Web	Web & Phone	Web & Phone	Web & Phone
Lead Engineer				✓
<b>Appian Protect</b>				
Published Certification Reports and Certificates	✓	✓	✓	✓
Third-Party Security Questionnaires	✓	✓	✓	✓
Customer Security Questionnaire			✓	✓
Customer Audit				✓

**a. Technical Support.** Appian shall provide Technical Support to allow Customer’s Maintenance Services contacts to report problems and to seek assistance regarding the Customer’s use of the Appian Software. Customer shall designate Customer employees to coordinate Customer’s requests for Maintenance Services (“Maintenance Services Contacts”). Customer shall email support@appian.com with Customer’s Maintenance Services Contacts promptly upon being provisioned with the Appian Software. Customer may change its Maintenance Services contacts using Appian’s case management system. Customer’s Maintenance Services Contacts may report problems using Appian’s online technical support case management system (<https://community.appian.com/support/> or other URL as notified to Customer in writing from time to time), by telephone using Appian’s authorized technical support phone line for Customer’s region, set out in the table below, or using any other means that Appian may authorize from time-to-time.

Region	Telephone Number
United States, Canada & Latin America	+1 703 442 1066
UK	020 3695 0246
Italy	+39 02 30451913
Spain	+34 910 762 836
France	+33 1 84 88 66 50
All other Europe, Middle East & Africa	+44 20 3695 0246
Australia, New Zealand, & Asia	+61 285 203 042
Singapore	+65 3158 1663

**Business Hours.** Business Hours are as follows:

Location of Customer’s Primary Office	Business Hours
United States, Canada & Latin America	8:00 a.m. to 8:00 p.m. (US ET) Monday-Friday (excluding Appian US holidays)
UK, Europe, Middle East & Africa	8:00 a.m. to 8:00 p.m. (GMT) Monday-Friday (excluding UK holidays)
Australia, New Zealand and East and Southeast Asia	8:00 a.m. to 8:00 p.m. (Australian ET) Monday- Friday (excluding New South Wales holidays)

Appian shall return support requests within a commercially reasonable time after receipt. A Priority 1 or 2 Issue shall be deemed reported, and Appian’s response time shall commence, once Customer reports the issue as a Priority 1 or 2 issue using Appian’s authorized telephone support number (for Foundation, Professional, and Signature customers) or its electronic case management system (Community customers). A Priority 3 Issue or Priority 4 Issue shall be deemed reported, and Appian’s response period shall commence, once Customer reports the Priority 3 Issue or Priority 4 Issue using any authorized methods for requesting Technical Support,

noted in subpart (a) above. Appian will be deemed to have responded to an Issue once it responds that it has received the Issue (an automated email response shall not count as a response). Customer's Maintenance Services contacts may track Technical Support requests using Appian's case management system. Customer's Maintenance Services Contacts must be reasonably familiar with the Appian Software to facilitate discussions with Appian's Maintenance Services staff. Technical Support is provided on the two (2) most recent Releases.

**b. Case Priority Definitions.**

- i. A Priority 1 Issue occurs when the Appian Software is down in a production setting and no workaround exists, or the workaround is not feasible to implement due to the impact on Customer's business.
- ii. A Priority 2 Issue occurs when Users are unable to operate the Core Functionality on a production instance of the Appian Software using the User's then current username and password. Core Functionality means the ability using the Appian Software to: (i) load a designer interface; (ii) publish a generic process; (iii) launch a generic process (including accepting a generic task and entering a generic form); (iv) access a generic dashboard; or (v) run a generic report.
- iii. A Priority 3 Issue occurs when a production instance is negatively affected, but it is not a Priority 1 or 2 Issue.
- iv. All other issues are priority 4.

**c. Defect Correction.** When Customer reports a suspected Defect in the Appian Software to Appian, Appian shall attempt to recreate the suspected Defect based upon information provided by Customer. If the Defect is confirmed, Appian shall use commercially reasonable efforts to provide Customer with a Correction. For the purpose herein, a "Defect" is a failure of the Appian Software used by Customer to operate substantially in accordance with the then current Documentation. Appian is responsible for correcting Defects in only the most recent Release of the Appian Software; provided however, that Appian shall continue supporting the immediately preceding Release for a reasonable period sufficient to allow Customer to implement the newest Release. Customer must implement all Corrections within a reasonable time of receipt.

**d. Updates.** Appian will promptly make available to Customer all updates, enhancements and corrections to the Appian Software generally released by Appian to its other self-managed licensees who have purchased maintenance services for the Appian Software, including all relevant documentation ("Maintenance Releases"). Appian is not obligated to provide installation, implementation or testing services in connection with the Maintenance Releases. Maintenance Releases are part of the Appian Software and subject to this Agreement.

**e. Customer Obligations.** Customer shall cooperate with Appian's reasonable requests in connection with providing the Maintenance Services, including, without limitation, by providing Appian with timely access to data, information and personnel of Customer. Customer is responsible for the accuracy and completeness of all data and information provided to Appian in connection with the Maintenance Services.

**f. Excluded Items.** Maintenance Services do not include on-site or in-person assistance or consultation, or extensive training that would normally be provided in formal training classes. In addition, Maintenance Services shall not include Technical Support (beyond an initial response) or Defect Correction to the extent required as a result of the following:

- i. Malfunction of the computer system and communications network on which Customer has installed and is using the Appian Software;
- ii. Use of the Appian Software contrary to the terms of the then current Documentation;

- iii. Modifications, enhancements or customizations of the Appian Software; or
- iv. Any use of the Appian Software in disregard of any known adverse consequences, including without limitation Customer's failure to make appropriate backups or to follow warning messages and other written instructions.

#### **g. Expert Guidance Definitions**

i. **Onboarding Session** means that Appian will walk Customer through a number of items designed to accelerate Customer's use of the Appian Software. This includes a review of available online resources, Technical Support services, and best practices for working with Appian Technical Support.

ii. **Customer Success Manager** means that an Appian customer success manager (CSM) is designated to assist Customer in their use of the Appian platform. Customer will provide a single platform owner to serve as the point of contact (POC) to coordinate with the CSM on mutually agreed activities, which may include:

- A. Establishing a mutually agreed success plan to assist Customer in effectively adopting the Appian platform, including a communication plan between the parties
- B. Conducting regular meetings with Customer's POC to discuss mutually agreed topics. These topics may include recommendations on how Customer may improve the effective adoption of the Appian platform, improve the technical health of their instance(s) using [Appian Health Check](#), or increase the maturity of their Appian program.
- C. Recommending On Demand Advisory services based on the established success plan

iii. **On Demand Advisory Services** means that Customer can request a remote interactive session with an Appian expert, who will provide recommendations and best practices on a specific Appian-related topic. The available topics for these sessions can be found in the online On Demand Catalog. Customer's POC may request On Demand Advisory Services via Appian's Online Case Management system. The sessions are available in multiple formats including shared settings and 1:1 sessions between Customer and Appian. Appian and Customer will mutually agree on a time to conduct the session based on their availability. Customer may request one session at a time. Appian may add to or otherwise modify the online On Demand Catalog at its sole discretion.

iv. **Insights** means Customer will have access to Appian Insights, a series of best practice sessions hosted by Appian experts, to answer questions from the Appian community in a shared setting. Experts from Appian will host each session focused on a specific best practice. The session can be accessed via on-demand videos or via live sessions scheduled from time to time by Appian. The live sessions will allow for Q&A by participants.

v. **Innovation Briefing** means Appian will coordinate a tailored presentation covering how the Subscriber can take advantage of Appian's latest feature advancements.

Unless otherwise agreed to by both parties, Expert Guidance shall be performed remotely in English between 9:00am and 5:00pm local standard time of the corresponding Appian office.

#### **h. Technical Support Definitions**

i. **Case Management** means that Customer's Designated Support Contacts may receive Technical Support assistance via the following methods:

- A. Web means access to Appian's Online Case Management system for reviewing, creating & updating support cases, managing support contact designations and maintenance notifications.

B. Phone means access to meet with an Appian Technical Support engineer to discuss support cases over the phone or through a virtual meeting (includes screen-sharing).

ii. **Lead Engineer** means that an Appian Support Lead Engineer is assigned to work with Customer's team to ensure proactive planning, optimal platform utilization, and tailored handling of any platform questions or issues encountered by Customer's team. The Lead Engineer maintains a regular cadence with Customer's team to understand application goals and priorities, and to support Customer's success with Appian. For any high priority incidents, the Lead Engineer serves as an escalation point of contact, responsible for engaging additional resources when needed, orchestrating Appian's response, and leading incident response communications with Customer.

#### **j. Appian Protect Definitions**

i. **Published Security Certification Reports and Certificates** means that Customer will have On-Demand Access to Appian's published Security Certification Reports.

ii. **Third-Party Security Questionnaires** means that Customers have access to certain third-party security questionnaires pre-completed by Appian, subject to Customers' appropriate subscriptions to such third-party services.

iii. **Customer Security Questionnaire** means that once per year, Customers are entitled to Appian completing Customer's custom information security questionnaire.

iv. **Customer Audit** means that, on an annual basis, Customers may have their representatives may visit Appian HQ once at a mutually agreed upon time to perform a security audit on-site or an equivalent virtual option.