

INNSIS Support Contract

Support Services for INNSIS

INNSIS is a Student Information System owned by **CRMWebX Inc.** Our support services are designed to help institutions operate INNSIS smoothly, resolve issues efficiently, and receive timely assistance for application-related questions, configuration support, and technical concerns.

This support contract outlines our support channels, business hours, response expectations, resolution targets, customer responsibilities, and scope of support.

1. Support Channels

Customers can contact INNSIS Support through the following channels:

Email Support:

Support requests can be submitted by email **support@crmwebx.com**

Support Portal:

A ticket portal may be introduced in the future, allowing customers to create, track, and manage support requests online.

Implementation Contact:

During the onboarding and initial implementation phase, a dedicated CRMWebX/INNSIS contact may be assigned to coordinate configuration, setup, training, and technical questions.

2. Support Hours

Our standard support hours are:

Monday to Friday

8:00 AM to 5:00 PM Eastern Time

Excluding Canadian statutory holidays, unless otherwise agreed in writing.

Support requests received outside standard support hours will be reviewed on the next business day, unless the customer has a separate extended support agreement.

3. Support Severity Levels

INNSIS support requests are prioritized based on business impact and urgency.

Severity	Description	Examples
Severity 1 – Critical / Blocker	The application is unavailable, or a major function is not working, causing significant business disruption.	Users cannot log in, the system is unavailable, students cannot be accessed, or the critical enrollment or payment process is blocked.
Severity 2 – High	A major feature is affected, but users can continue working with an alternative process or workaround.	Application workflow issue, integration issue, invoice sync issue, and course registration issue affecting multiple users.
Severity 3 – Medium	A non-critical issue affecting normal usage but not stopping business operations.	Report issue, field not displaying correctly, minor workflow problem, or individual user issue.
Severity 4 – Low / Request	General question, minor issue, cosmetic change, configuration request, or enhancement request.	Label change, new field request, minor UI adjustment, how-to question, training clarification.

4. Response and Resolution Expectations

INNSIS will make commercially reasonable efforts to respond to and resolve support requests in order of severity.

Severity	Initial Response Target	Update Frequency	Resolution Target
Severity 1 – Critical / Blocker	Within 4 business hours	Daily or as needed	Same day or next business day, where possible
Severity 2 – High	Within 6 business hours	Every 1–2 business days	2–5 business days, depending on complexity

Severity	Initial Response Target	Update Frequency	Resolution Target
Severity 3 – Medium	Within 3 business day	As needed	5–10 business days
Severity 4 – Low / Request	Within 5 business days	As needed	Scheduled based on priority, effort, and product roadmap

Resolution timelines may vary depending on the nature of the issue, customer response time, third-party systems, integrations, data quality, product limitations, or the need for development changes.

For complex issues, INNSIS may first provide a workaround or mitigation before delivering a permanent fix.

5. What Is Included in Support

INNSIS support includes assistance for:

- Application access and login-related issues
 - Configuration questions
 - User management and permission-related questions
 - Standard product functionality
 - Student, application, course, class, attendance, invoice, and reporting-related issues
 - Integration troubleshooting for supported integrations
 - Data import template guidance
 - General product usage questions
 - Issue investigation and defect resolution
 - Guidance during onboarding and implementation
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6. What Is Not Included in Standard Support

Standard support does not include:

- New custom development unless separately quoted
- Major feature enhancements
- Data cleanup performed by CRMWebX unless separately agreed
- Third-party software support outside INNSIS's control
- Issues caused by customer-side network, browser, device, or internet problems
- Changes requested outside the agreed project scope
- Training beyond the agreed-upon onboarding/training package
- Support for unauthorized changes, custom scripts, or third-party modifications

Any out-of-scope work may be reviewed and quoted separately.

7. Customer Responsibilities

To help us resolve support requests quickly, customers are expected to provide:

- Clear description of the issue
- Steps to reproduce the issue
- Screenshots or error messages, where available
- Name of the affected user
- Affected student, application, invoice, course, or record number, where applicable
- Date and time when the issue occurred
- Business impact and urgency
- Confirmation whether the issue affects one user, multiple users, or all users

Support response and resolution may be delayed if the required information is incomplete or unavailable.

8. Issue Investigation and Access

For troubleshooting purposes, INNSIS Support may request temporary access, screenshots, logs, sample data, or permission to review affected records.

CRMWebX Inc. will only access customer data as required to investigate, support, or resolve the reported issue, and in accordance with the applicable agreement and privacy terms.

9. Enhancements and Change Requests

Requests for new features, workflow changes, custom reports, integrations, or product enhancements will be reviewed separately.

Depending on the request, CRMWebX Inc. may:

- Include the item in the product roadmap
 - Provide an estimate for custom development
 - Recommend an alternate configuration
 - Decline the request if it does not align with the product direction or technical architecture
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10. Third-Party Integrations

INNSIS may integrate with third-party systems, including accounting platforms, learning management systems, payment providers, email services, and other external applications.

CRMWebX Inc. will assist in identifying and troubleshooting integration-related issues. However, resolution may depend on the third-party provider's availability, performance, API limits, or support response.

11. Service Availability

CRMWebX Inc. will make reasonable efforts to keep INNSIS available and operational. Planned maintenance, upgrades, or system updates may be performed from time to time.

Where practical, customers will be notified in advance of scheduled maintenance that may affect system availability.

12. Support During Implementation

During implementation, CRMWebX Inc. may provide support for:

- Initial configuration
- Data import templates
- Setup guidance
- User training
- Integration configuration
- Testing and go-live support

The customer is responsible for providing accurate data in the required templates and validating the imported data during implementation.

13. Agreement Terms

Support services are subject to the terms agreed between the customer and CRMWebX Inc. In case of any conflict between this support page and a signed agreement, the signed agreement will take precedence.

CRMWebX Inc. may update this support policy from time to time to improve support delivery, clarify service scope, or reflect changes in INNSIS services.

14. Contact Support

For support assistance, please contact:

CRMWebX Inc. / INNSIS Support

Email: support@crmwebx.com

Website: www.innsis.com