

# Scholantis Support

This guide explains what's covered by a Scholantis support agreement, what's not covered and how we respond to problems.

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## Support

Our customers cover a wide spectrum of capabilities and resource levels, accordingly we offer a few options depending on how involved you want to be.

A support contract ensures users have the best possible experience, and that your team have the support needed to make that happen. Whether's it improving your solution, protecting against security threats or simply ensuring best practices are followed, we want your users to have the best possible experience.

### What's Included?

- **Product Help** - If you have a question about how to use your portal or website you can [ask for help for free](#). If you need us to go further and do something on your site, or need help to create something, we will work with you to determine how many support hours will be needed.
- **Upgrades** - Regular updates to the Scholantis solution, applied to your systems without any effort from you, typically every 2-3 months. Check out previous [release and updates](#), [learn more about Patch Tuesdays](#) or [subscribe to notifications](#).
- **Optimization** - During our regular upgrades we sometimes include enhancements to your system configuration:
  - Security hardening against specific or general threats
  - .NET compatibility fixes
  - Applying best practices
  - IIS configuration enhancements
  - Performance optimizations
- **Fixes** - Issues discovered for one customer, are fixed for everyone. We'll fix Scholantis issues, and where possible we address bugs in .NET or SharePoint. If the latest version of Chrome or iOS breaks something we will fix it.
- **Technical Resources** - We'll [keep you up to date](#) with [technical bulletins](#) covering critical security exploits, performance optimizations, or governance issues such as accessibility and anti-spam.
- **Monitoring** - Extensive monitoring of your SharePoint farm, servers and sites. We track availability and performance as well as numerous other health metrics such as SharePoint and SQL status, disk space as well as browser and server errors.
- **Upgrade Licensing** - Receive access to the latest Scholantis version when you upgrade SharePoint.

### What's Not Covered

- **Active Directory management** - Scholantis and SharePoint are tightly tied to Active Directory. We for managing user accounts, security groups and configuring Active Directory.
- **Windows Management & Updates** - Managing Windows and applying Windows updates. We do occasionally provide advice and adjust Windows configuration for security or performance optimization. Typically Windows Updates fall under internal policies around systems management.
- **Microsoft & SharePoint Updates** - SharePoint service packs and cumulative are typically release on a bi-monthly schedule. SharePoint Updates are typically not critical , they can be complex and time consuming to deploy so are not typically deployed except to address specific problems. We will from time to time recommend specific, tested and stable SharePoint versions. We'll offer to install these updates on your behalf, which we can do efficiently and with minimal downtime.
- **SharePoint Major Version Upgrades** - Upgrading to the latest version of SharePoint involves the setup of a new farm, new servers and new design implementation.

## Support Plus

Support Plus provides many of the benefits of cloud computing while maintaining complete control over your data. You provide the hardware, a network connection, electricity and cooling for your servers, we take care of the rest and still receive all the benefits of a regular support agreement.

### What's Included?

- **Regular Support** - Everything that's included in the regular Scholantis Support plan (see above).
- **SIS Data Sync** - Setup, support and troubleshooting for Scholantis SIS integration with various SIS products such as Maplewood, Powerschool, MyEducation BC.
- **Microsoft & SharePoint Updates** - SharePoint service packs and cumulative are typically release on a bi-monthly schedule. SharePoint Updates are typically not critical , they can be complex and time consuming to deploy so are not typically deployed except to address specific problems. We will from time to time recommend specific, tested and stable SharePoint versions. We'll offer to install these updates on your behalf, which we can do efficiently and with minimal downtime.
- **Farm maintenance** - Our support team will perform regular reviews of your SharePoint environment and proactively investigate performance, capacity or health monitor issues. We will also apply required Microsoft updates to the SharePoint farm servers.
- **Enhanced Monitoring** - Our normal monitoring system checks will be tied to the Scholantis support notification system for your environment. Health issues are pushed directly to our support system in real time and automatically fixed as high-priority issues.
- **Enhanced Reporting** - Month reports outlining maintenance issues and actions, capacity statistics for each server's storage and SQL Databases, site analytics and adoption statistics.
- **Emergency Support Response** - We will respond within 2 hours to all urgent requests received during regular office hours and all urgent requests received after hours, will be responded to within 5 hours.

## The Complete Package

If you don't want to manage the physical servers at all we also offer a hosted option which still provides all the benefits of an on-premise solution. You receive all the benefits of a Support Plus agreement without worrying about the servers.

## Determining the Source of Problems

If we cause a problem, we'll put it right at no charge. Sometimes we investigate issues that are not our responsibility, such as bugs or other problems with Windows, SQL or SharePoint. Unless it's a Scholantis bug or we made a mistake, any time spent investigating an issue is charged towards your support hours.

It's often not possible to identify the root cause of a problem until after it's been investigated or the issue has been resolved. Wherever possible we'll try and give you an idea of what might be at fault but can't always be certain. At the end of the day our goal is happy customers, we use our discretion and try to be fair when allocating support hours.

You Scholantis solution is tightly integrated with numerous other systems, whether it is Active Directory, Firewall, VM Ware, Backups, Anti-virus or Load balancer. This can make it extremely difficult to identify the source of an issue, but we always work with your team in good faith to resolve issues quickly, investigating any avenue, even if we might be at fault. We expect the same approach and good faith from our customers.

During the diagnosing of an issue we might identify minor environmental issues. We typically try to address these during the course of our investigation to ensure your system is good condition.