



# Customer Support & Service Management Documentation

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## 1. Introduction

Bionic Solutions is committed to delivering world-class customer support that empowers enterprises to operate with confidence, stability, and efficiency. Our support framework is aligned with global best practices followed by leading technology providers such as Accenture, IBM, and ServiceNow, ensuring your organization receives consistent, reliable, and scalable support across all solution areas.

This document outlines the support model, processes, communication channels, SLAs, escalation paths, and client responsibilities.

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## 2. Support Philosophy

Our support framework is built on four core pillars:

1. **Proactive Assistance**  
Preventing issues before they occur through monitoring, updates, and advisory.
  2. **Rapid Response**  
Ensuring timely resolutions backed by defined SLAs and dedicated support engineers.
  3. **Continuous Improvement**  
Leveraging analytics, ticket trends, and customer feedback to optimize services.
  4. **Customer Empowerment**  
Providing knowledge articles, training, and self-service tools to enhance client autonomy.
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## 3. Support Channels

Clients can reach Bionic Solutions Support through the following channels:

### 3.1 Email Support

- [support@bionics.com.sa](mailto:support@bionics.com.sa)
- Available 24/7 for ticket creation
- Response during business hours unless premium SLA applies

### 3.2 Phone Support

- +966 11 234 5679
- Hours: **Sun–Thu | 8:00 AM – 5:00 PM (UTC+3)**

### 3.3 Client Portal (Upon Subscription)

- Submit & track tickets
- Access documentation
- View SLAs & service history
- Initiate live chat (availability depends on plan)

### 3.4 Emergency Support (Critical Incidents Only)

For system-down or mission-critical issues

- **Hotline provided per contract**

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## 4. Support Hours

Support Tier	Hours	Notes
Standard Support	Sun–Thu, 8 AM–5 PM	Included in all subscriptions
Extended Support	Sun–Sat, 8 AM–10 PM	Add-on service
24/7 Premium Support	24/7/365	For mission-critical environments

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## 5. Severity Levels & SLAs

Our SLA model follows global ITIL standards.

### 5.1 Severity Definitions

Severity	Description	Examples
<b>Critical (P1)</b>	Complete service outage affecting business operations	System down, major production failure
<b>High (P2)</b>	Major functionality impact; workaround exists	Performance degradation, API failures
<b>Medium (P3)</b>	Minor impact; operations continue	UI issue, module-specific errors
<b>Low (P4)</b>	General inquiries or enhancements	"How-to" questions, configuration guidance

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### 5.2 SLA Targets

Severity	Response Time	Resolution Target
<b>P1 – Critical</b>	30 minutes	4 hours
<b>P2 – High</b>	1 hour	1 business day
<b>P3 – Medium</b>	4 hours	3 business days
<b>P4 – Low</b>	1 business day	Agreed upon with client

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## 5.Support Scope

Bionic Solutions provides support across all deployed solutions, including:

### 6.1 AI Systems — Intelligence Layer

- AI models
- Data pipelines
- Decision support modules
- Prediction services

### 6.2 Automation — Process Layer

- RPA workflows
- Orchestration
- BPM rule engines

### 6.3 Data, Analytics & ERP — Insight Layer

- Dashboards
- Data integration
- ERP configuration support

### 6.4 Enterprise Service Management — Coordination Layer

- Workflows
- ITSM
- Request management

### 6.5 Cybersecurity & GRC — Protection Layer

- Identity & access support
- Risk & compliance modules

### 6.6 Digital Infrastructure & Cloud — Foundation Layer

- Cloud deployment
- Network performance
- Server monitoring

## 7. Ticket Lifecycle Management

We follow the ITIL-compliant ticketing workflow used by global system integrators:

1. **Ticket Submission**
  2. **Categorization & Prioritization**
  3. **Assignment to Support Engineer**
  4. **Investigation & Diagnosis**
  5. **Resolution & Recovery**
  6. **Client Confirmation**
  7. **Ticket Closure**
  8. **Post-mortem (Critical Issues Only)**
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## 8. Escalation Matrix

Level	Role	Trigger
Level 1	Support Engineer	All incoming tickets
Level 2	Senior Engineer / Specialist	No resolution within SLA
Level 3	Technical Manager	Repeated issues, major impact
Level 4	Head of Support / CTO	Executive escalation

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## 9. Client Responsibilities

To ensure smooth support delivery, clients must:

- Provide accurate problem descriptions
  - Grant access to required systems
  - Maintain stable test environments
  - Follow release and change management processes
  - Provide stakeholders for escalations
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## 10. Maintenance & Updates

Bionic Solutions performs:

- **Monthly patching**
- **Quarterly security updates**
- **Feature upgrades** based on subscription
- **Scheduled maintenance** notifications at least 72 hours in advance

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## 11. Knowledge Base & Training

Clients gain access to:

- User guides
- Configuration documentation
- API references
- Training videos
- Best practice frameworks
- Troubleshooting articles

Training options include:

- **Remote enablement sessions**
  - **On-site workshops**
  - **Custom learning programs for enterprise clients**
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## 12. Feature Requests

Clients can submit enhancements via:

- Support portal
- Email ([support@bionics.com.sa](mailto:support@bionics.com.sa))

All feature requests are evaluated based on:

- Business impact
  - Technical feasibility
  - Strategic alignment
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## 13. Data Protection & Security

Bionic Solutions adheres to:

- NCA and CITC cybersecurity frameworks
  - ISO 27001-aligned practices
  - Zero-trust architecture principles
  - Encrypted data handling
  - Role-based access controls
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## 14. Reporting & Analytics

Monthly and quarterly reports include:

- Ticket trends
- SLA compliance
- Root-cause analysis
- Improvement recommendations

Enterprise clients may request **custom dashboards**.

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## 15. Contact Directory

Team	Contact	Notes
Support	<a href="mailto:support@bionics.com.sa">support@bionics.com.sa</a>	Primary channel
Sales	<a href="mailto:sales@bionics.com.sa">sales@bionics.com.sa</a>	Licensing & upgrades
Account Management	Assigned per client	Strategic engagement
Emergency Hotline	Per contract	Critical issues only

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## 16. Conclusion

Bionic Solutions delivers a modern, enterprise-grade support model that ensures reliability, operational excellence, and continuous value realization. Our goal is to support your transformation journey with agility, precision, and unwavering commitment.

If you have any questions regarding this documentation, please contact your Account Manager or reach out to Support.

**Bionic Solutions – Empowering Your Success with AI-Driven Innovation.**

