

NXT Support and Maintenance

A clear path from a qualified product incident through technical analysis to a corrective software delivery — with defined response targets and named responsibilities on both sides.

24/5 Support Desk · Portal and email intake · Version 3.1, August 2026

AT A GLANCE



Support Desk

Analyses and qualifies product-related incidents.



Software Maintenance

Provides corrections for confirmed, reproducible software defects.



Professional Services

Implements customer-specific changes and solution work.

FROM INCIDENT TO CORRECTION

1

Customer qualifies

Service Desk or key users confirm an NXT product link.

2

Registration

Ticket raised in the Support Portal, classified and tracked.

3

Analysis

Software, configuration, data, environment or third party.

4

Reproduction

Defects reproduced, confirmed and escalated to product.

5

Correction

Workaround, hotfix, patch or scheduled update.

SUPPORT RESPONSE TARGETS

Commitments to acknowledge, classify and commence handling — not guaranteed resolution times.

Critical**4h**

Production outage or critical malfunction, severe business impact, no reasonable workaround.

Significant**10h**

Major malfunction or severe performance issue, limited impact or a workaround available.

Minor**20h**

Non-critical defect, product question or cosmetic issue.

01 Support Services

Our Support Desk is available 24/5, globally, through the NXT Support Portal and email.

Support includes:

- Registration, classification and tracking of product-related incidents.
- Review of the information, logs, screenshots and reproduction steps provided.
- Analysis of whether behaviour is caused by NXT software, configuration, master data, authorisations, the customer environment or a third-party service.
- Reproduction and technical investigation of suspected NXT software defects.
- Confirmation of reproducible defects in supported NXT standard software.
- Explanation of known workarounds or operational alternatives.
- Escalation of confirmed software defects to the NXT product team.
- Documentation of findings, proposed workarounds and ticket status.
- Reasonable clarification of documented product behaviour and functionality.

Where the investigation identifies a configuration, master-data, authorisation, infrastructure or third-party issue, the Support Desk explains its findings and, where possible, indicates the appropriate corrective direction. Implementation remains the responsibility of the customer, its implementation partner or the relevant third-party provider.

02 Software Maintenance

Software Maintenance applies to supported releases of NXT standard software during an active subscription or maintenance term. It includes:

- Regular software updates and maintenance releases.
- Corrections for confirmed and reproducible software defects.
- Patches or hotfixes where nxt4ap determines that a separate correction is appropriate.
- Updated product documentation.
- Maintained compatibility with supported SAP and cloud environments, in line with the applicable system requirements.
- Information about relevant updates, corrections and new releases.

The method and timing of a correction depend on severity, technical complexity, the availability of a workaround, the affected release and required quality assurance. A correction may therefore be delivered as a workaround, hotfix, patch or part of a scheduled software update.

03 Customer responsibilities

The customer's internal Service Desk or trained key users perform the initial qualification before escalating an incident. The customer is responsible for:

- Establishing that the incident is reasonably likely to relate to an NXT product.
- Providing the affected system, business impact, error messages, screenshots, logs and reproducible steps.
- Providing timely access to appropriately qualified SAP, IT and business personnel.
- Maintaining the customer environment: SAP configuration, master data, authorisations, networks, identity services and third-party systems.
- Implementing approved configuration changes, updates, patches and hotfixes.
- Performing customer-specific regression and acceptance testing.

04 Not included as standard

Available as Professional Services under a separate Statement of Work, service package or commercial agreement.

- First-level end-user support or general SAP helpdesk services.
- Correction of SAP, NXT or third-party configuration errors.
- Changes to master data, authorisations, workflows, interfaces, networks or infrastructure.
- Installation or deployment of updates, patches or hotfixes in the customer environment.
- Development or modification of software during incident handling.
- New functionality, enhancements or change requests.
- Customer-specific solution design, configuration or process redesign.
- Implementation, integration, migration, training, testing or UAT execution.
- Investigation or correction of third-party products and services.
- Issues caused by unsupported releases, unauthorised modifications or failure to apply required updates.
- On-site support unless expressly agreed.
- Ongoing maintenance of customer-specific developments unless separately contracted.

05 Customer-specific developments

Customer-specific developments are covered by the warranty stated in the applicable Statement of Work or agreement. Unless separate Software Maintenance has been agreed, they are not included in the ongoing maintenance commitment for NXT standard software.

After the applicable warranty period, analysis, correction or modification of customer-specific code is provided as Professional Services or under a separately agreed maintenance arrangement.