Hines Support Page

Support 911's for DLZP

Critical and **High** support emergencies should be raised via DLZP's 24 hour Emergency Line at (281)-912-3597 x911

Hines Support & Escalation:

Escalation	Contact	Name	Email	Phone
Raise Initial Ticket	DLZP Support Queue	Hines Support	hinessupport@dlzpgroup.com	-
First Level	Tech Support	Victoria Ngarandi	victoria.ngarandi@dlzpgroup.com	-
Second Level	Client Services Manager	Brian Tharp	brian.tharp@dlzpgroup.com	(281) 912-3597 x103
Third Level	VP of Engineering	David Brunet	david.brunet@dlzpgroup.com	(281) 912-3597 x102
Final	President of DLZP	Lisa Brunet	lisa@dlzpgroup.com	(281) 912-3597 x101

Primary Hours of DLZP Service Desk Operation

| | Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |

Service Desk Manned Support Hours

Service Desk Un-Manned Support Hours

DLZP's Service Desk prime support hours, excluding Holidays, are shown above, with on-call availability outside these hours with advanced notice to DLZP. DLZP will respond to all **Critical** and **High** escalations 7x24x365.

Standard Service Level Agreement

Issue Severity	Response Time Within:	Resolution Targets
Critical: Critical business services are not operational Production systems are unavailable Data integrity is at risk No workaround is available	1 Hour	DLZP will work to resolve or provide a work around within **2 hours** of customer request. Subject to fulfillment vendor support policies.
High: A core application component is impacted System is operational but in a restricted capacity, and productivity is adversely affected Data has been lost A temporary work around is available	4 Hours	DLZP will work to resolve or provide a work around within **8 hours** of customer request. Subject to fulfillment vendor support policies.
Medium: Application or system is still functioning with non-critical loss of functionality Issue can be circumvented No risk to data	24 Hours	DLZP will work to resolve or provide a work around within **48 hours** of customer request. Subject to fulfillment vendor support policies.

Issue Severity	Response Time Within:	Resolution Targets
Low: Cosmetic issues, or requested changes to functionality Non-critical issues Enhancement request not requiring development activity	48 Hours	DLZP will work to resolve or provide a work around within **96 hours** of customer request. Subject to fulfillment vendor support policies.

Key Contacts - Hines

Name	Phone	Email
Geri Lim	713-966-5471	geri.lim@hines.com
CC on All Tickets		FinancialApps@hines.com
First Escalation Contact		Michael.Hernandez@hines.com
Second Escalation Contact	713-966-7601	Greg.Wilson@hines.com
Scott Piercy	713-826-9688	Alternate

Products Supported

SunSystems Financials

https://www.sunaccounts.com/

DLZP Responsibilities

License Management 1st, 2nd Level Support

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