Software Alliance Limited
Software Support Services

Reviewed: November 2026
Revision 18

About Software Alliance Support Services

Support Services Components

Software Alliance Support Services offer several key components, all designed to help you quickly resolve any issues you are facing and maximise your investment in Mo.net.

Customer Portal

Licensed customers benefit from free, unlimited access to the Software Alliance Customer Portal. This portal should be the first port of call above the in-application help for any problems which arise when using Mo.net and is often the most efficient way to get answers to your common questions. It provides a comprehensive knowledge base containing answers to many common product questions and a library of resources focused on common product and support topics. The Portal also allows you to submit and track support requests and access your license information.

Helpdesk

Our Helpdesk provides troubleshooting assistance to customers who experience problems with the Mo.net suite of applications where a solution cannot be found on the Portal. Support Services includes a team of experts located in our London development centre. These support engineers are familiar with the common challenges organisations face when deploying our products and are able to quickly diagnose and resolve any product-related issues you are facing.

We provide support to customers experiencing technical issues with the licensed applications, including:

- Installation assistance for any of the products
- Licensing queries
- Questions relating to errors received on running the software
- Issues where the software is not behaving as a user would reasonably expect

We work with customers to debug and investigate error messages or issues experienced when using/running the software to identify the causes of issues that are related to software defects; we also provide support where guidance on

the functionality (above that available in the product documentation available on our website and the in-application help) is required in order to improve the overall user experience.

Triage

The first step in any support query will be to understand the most likely cause of any problem; usually one of the following:

- Local Environment / Infrastructure
- Mo.net Financial Modelling Platform
- User / Third-party Developed Model

To help us resolve problems efficiently using the most appropriate resources, we will gather as much information as possible regarding the issue, regardless of the support channel used (phone, email or portal). Once the nature of any problem has been understood, the most appropriate support personnel will be assigned to resolve the issue.

For issues that relate to the use of Mo.net in your specific environment, we will liaise directly with your local infrastructure / IT teams. For issues that relate to models developed by a third-party supplier, we recommend that you speak to those suppliers in the first instance. For any other platform / user developed model issues we will help resolve any problems as quickly as possible.

Where a patch to the software is required this will usually be placed in a secure area on our website for you to download and install yourselves along with relevant release notes and updated documentation. Where guidance is required we can provide that as appropriate within the bounds of the support level you receive.

How to contact us

Standard support includes unlimited phone and email access to your local support team during standard business hours (Monday-Friday 9am-5pm UK time, excluding Public and Bank Holidays). Support is currently available in English.

Why Software Alliance Support Services?

Support Services maximizes and protects your investment by ensuring your organisation is using the product to its full potential. In using the Support Services you can:

- Accelerate speed to market: access troubleshooting tips from our support engineers for getting your organisation up and running quickly and tap into best practices.
- Build competency: through on-line resources and available support experts, hone your skills to tackle new modelling challenges.
- Minimise downtime: quickly resolve any issues that do arise to ensure that Mo.net is always available to meet your organisation's financial modelling needs.

Chargeable Support

For specific modelling queries a user's first port of call would be the extensive in-application help and then the helpdesk knowledgebase. If assistance is still required we can offer further guidance but this is charged at an hourly rate, usually outside the scope of our standard support package. Please do contact the team so that they can understand your requirements.

Scenarios which are outside the remit of our standard support include:

- Advice on model coding or model development
- Advice or assistance relating to a problem with Mo.net caused by customer IT infrastructure
- Training, model optimisation, performance issues or coding advice

Software Alliance Support Service Packages

Core Support Service Levels

Software Alliance Support Services are available in two levels: Standard Support and Premium Support. Standard Support targeted at most standalone and small footprint installations and is included as part of your software licence.

If you have a larger, more complex environment, or have Mo.net supporting business-critical modelling applications, then Premium Support is recommended as it provides more timely support and the benefit of an inclusive package of consulting services.

	Standard Support	Premium Support (additional fee)
Unlimited phone, web, email support	✔	✔
Access to customer portal	✔	✔
Access to Mo.net Community	✔	✔
Software updates	✔	✔
Standard business hours support (Monday-Friday 9am-5pm UK time, excluding Public and Bank Holidays)	✔	✔
Designated Support Engineer		✔
Escalation management for critical issues		✔
Specified number of hours consultancy OR introductory training course for new users		✔

Service Level Responses

The response times shown below represent the maximum period between a support query being raised and an initial response being given. Initial responses will usually be provided much more quickly.

	Description	Standard Support	Premium Support
Severity 1 – Critical	Production application down or major malfunction resulting in majority of users unable to perform their normal functions and no workaround available.	Initial response within 1 business day	Initial response within 2 business hours Updates twice every business day

Severity 2 – High	Critical loss of application functionality or performance resulting in high number of users unable to perform their normal functions	Initial response within 2 business days	Initial response within 4 business hours Updates every business day
Severity 3 – Medium	Moderate loss of application functionality or performance resulting in multiple users impacted in their normal functions	Initial response within 5 business days	Initial response within 1 business day Updates every 2 business days
Severity 4 – Low	Incident relates to some superficial or cosmetic part of the application Minor loss of application functionality / performance or product feature question	Initial response within 10 business days	Initial response within 2 business days Updates every week

Additional Support Offerings

The Designated Support Engineer is included with Premium and is provided as an add-on to Standard Support, giving direct access to a designated technical support expert. This engineer will become knowledgeable about your specific modelling environment and will be able to provide more tailored and faster responses to any issues you face. The engineer will also have fast-track access to the Mo.net Development Team to prioritise any critical software bugs / fixes. In addition to reactive support, you will enjoy regular status calls and implementation reviews to proactively identify and address potential issues. This offering is ideal for large-scale enterprise deployments, or companies looking to develop a strong centre of excellence around the Mo.net platform.

For clients on our standard support package or those on premium support who have exhausted the included consultancy hours, it is possible to purchase a block of support consultancy hours valid for the licensing period (annual), rather than simply being charged per hour. This enables clients to benefit from the support consultancy at a discounted rate. The options available are 10,20 and 30 hours and prices are available on request.

Further Information

For more information and to discuss your specific Mo.net support requirements please get in touch.

Software Alliance Limited
164-180 Union Street, London, SE1 0LH
Tel: +44 (0) 20 3964 2755
www.softwarealliance.net
hello@softwarealliance.net

© 2026 Software Alliance Limited. All rights reserved.

Mo.net is a registered trademark of Software Alliance Limited. All other brand names and product names used in this document are trade names, service marks, trademarks or registered trademarks of their respective owners.