

InfoVista Customer Support
Quality Charter for Customers



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Author: Shamil Hassanaly



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Introduction

1.1 Purpose of the document

This document is intended to inform InfoVista Customers of the services they can expect from InfoVista Customer Support Organization (CSO).

All described services are available only to Customers who have contracted for support and maintenance services and paid outstanding invoices.

This document may also be used for prospective Customers that wish to know more about our support services and organization.

1.2 Content Disclaimer

This document is for informational purposes only and describes certain services. It does not modify or amend a license agreement in any respect.

InfoVista reserves the right to make changes to this document and the policies and procedures included within it at any time.

The word Customer, as used in this document, means an InfoVista Customer.

1.3 Questions

If you have any questions concerning any policies and procedures included within this document, please contact Customer Support Management at support-mgt@infovista.com

1.4 Objectives of the Support Quality Charter

- We are dedicated to Customer satisfaction.
- We are committed to responding to Customers promptly.
- We are always professional, and treat every request with courtesy and respect.



2 Eligibility for Support

2.1 Who is entitled to receive support?

To access Customer Support Organization Services, customers must have contracted for support and maintenance services and paid outstanding invoices.

2.2 Coverage of the support

Service will only be provided for the current release of the software and the preceding version. In addition, InfoVista will provide support for each version during a minimum of 12 months from its release on the market by InfoVista.

Refer to the InfoVista Website for the exhaustive list of supported InfoVista Products and Solutions:

http://www.infovista.com/services/customer_support/default.asp

Note: version means a major release (2.0 to 3.0), a minor release (2.1 to 2.2 or 2.2 to 2.2.1)



3 InfoVista Customer Support Program Features

Depending on the nature of their requests, customers can have access to the following services:

Service Solutions Program	Features
Unlimited Access	Unlimited access to the Customer Support Organization is given.
Telephone Support	Available during business hours for standard (8*5) maintenance contract holders. Available 24 hours a day, 7 days a week for the holders of the optional MCP ("Mission Critical Program") contract.
Access to knowledge base and technical information on line	http://www.infovista.com/
Online access to cases	On demand
Software releases and maintenance updates	Upgrades to all Supported Product versions (including all released Service Packs). Pro active Products and Solutions Hotfix releases ("Hotfix Rollups")
Customer Advocacy	Escalation Process to Customer Support Management.



4 Contacting InfoVista for Support

4.1 Where?

Worldwide Customer Support Organization includes three Regional Support Centers:

- **Americas:** Herndon, Virginia USA
- **Europe, Middle East, Africa:** Les Ulis, France
- **Asia-Pacific:** Singapore

4.1.1 Americas

This Center covers North America, Central America, South America and The Caribbean.

Location	Unites States, Herndon
Online services	www.infovista.com
Support Number	1 703-435-5571
Main Number	1 703-435-2435
Support Fax Number	1 703-435-5122
Email address	support@infovista.com
Support Hours (*)	9:00 am to 8:00 pm EST (Eastern Standard Time), Monday to Friday
Postal Address	InfoVista Corporation 12950 Worldgate Drive, Suite 250 Herndon, VA 20170 USA



4.1.2 Europe

This Center covers Europe, Middle East and Africa.

Location	France, Les Ulis
Online services	www.infovista.com
Support Number	+ 33 1 64 86 79 11
Main Number	+ 33 1 64 86 79 00
Support Fax Number	+ 33 1 64 86 79 79
Email address	support@infovista.com
Support Hours (*)	8:00 am to 7:00pm CET (Central European Time) Monday to Friday
Postal Address	InfoVista S.A. 6, rue de la Terre de Feu 91952 Courtaboeuf, France

4.1.3 Asia Pacific

This center covers Asia and Pacific regions.

Location	Singapore
Online services	www.infovista.com
Support Number	+ 65 6243 3763
Main Number	+ 65 6449 7641
Support Fax Number	+ 65 6449 3054
Email address	support@infovista.com
Support Hours (*)	09:00 am to 6:00pm (Singapore Time), Monday to Friday.
Postal Address	750C Chai Chee Road, Unit#03-16/17, Technopark, Singapore 469003

Asia Pacific customers may also be supported from our satellite support center in Sydney.

(*) excluding national holidays



4.2 How & When?

We understand that our Customers may use different methods of communication, and therefore, we provide several ways to contact InfoVista Customer Support Organization.

Feel free to use the method that you prefer according to the type and priority of your issue.

Method	Contact Information	Recommendations
Telephone Customer will be given a case number.	You must specify your contract number. InfoVista undertakes to get back to you within a maximum of two business hours after the time of receipt.	Appropriate for all incidents. Recommended for issues with high priorities.
E-mail A reply acknowledging receipt of the e-mail is directed to the customer with a case number.	support@infovista.com You must specify your contract number.	Not recommended for issues with high priority. Recommended for issues that are less time-critical in nature or for information request to InfoVista Customer support Organization.
On-line Access	Access Upon request	Not recommended for issues with high priority. Recommended for issues that are less time-critical in nature or for information request to InfoVista Customer Support Organization.
Fax		Not for Fatal or Major Issues. To be used as a back up for other access methods.



5 Case Management

5.1 Before Calling Support to open a case

5.1.1 What administrative information should be gathered?

The Customer is required to provide the following information when opening a case:

- Company name
- Contact name (End User name if appropriate)
- Contract number
- Detailed description of issue
- Actual Priority of the issue

5.1.2 What technical information should be gathered?

InfoVista Support Engineers ask a number of questions before investigating a case. We assume that Customer has already collected all required information including:

- Description of configuration details
- Software Version (including Hotfix installed)
- Operating system type, version and service packs
- Detailed description of the problem
- Describe the symptom(s) of the problem
- Provide any software error messages received
- Give as many details on the sequence of events leading to the issue
- Determine what occurred before or when the problem was detected (Configuration changes...)



5.2 Customer Support Organization operational objectives

5.2.1 Introduction

This chapter discusses Customer Support Organization operational objectives. The purpose is to establish appropriate Customer expectations of the service that Customer Support Organization provides. The Customer Support Organization uses these objectives as guidelines in their efforts to meet Customer expectations.

5.2.2 Opening a request

InfoVista Customer Support Organization's objective is to provide **an initial callback response time of two business hours**.

Case Handling	A case number is generated. Please keep the assigned case number for future reference. The case is then put into a work queue based on priority and time. The Support engineer becomes the owner of the case and will work with you to resolve the case. We usually respond in the same mode of communication in which the issue originated, whether by e-mail, phone, or web.
Case Definition	A case is a single technical question or issue. Each case has a unique number, severity and priority level.



Request categories

Every request is assigned to a “category”. This category represents the nature of the request.

The following table shows the criteria for each category.

Category Definition	Comments	Examples
<p>Problem</p> <p>An InfoVista software component is inoperable or the Customer suspects a defect in the product.</p>		<p>The product does not work as expected.</p>
<p>Information</p> <p>The Customer needs information about InfoVista products</p> <p>Note: Customer Support Organization is not structured to address questions on consulting, customization, or extensive configuration/installation questions. Additional Technical Services are available to meet these needs through your Account Manager.</p>		<p>Usage related questions for documented functions.</p> <p>Software compatibility questions.</p>
<p>Request</p> <p>The Customer request InfoVista to add a feature to a product in an upcoming release.</p>	<p>Requests are transmitted to our Program Management team. The requestor is asked to fill in Request For Enhancement (RFE) form.</p>	

5.2.3 InfoVista Priority Levels

Definition

The Priority level is used by our customers to determine the impact of the issue encountered on site. This will indicate the level of service a case will receive within the Customer Support Organization. It will also be used by management to upgrade or downgrade the priority of a case during escalation process, or when the service provided is out of the norm.

Priority Levels

There are three priority levels :

- Priority High
- Priority Medium
- Priority Low

In addition, an Emergency priority is set for problems with severe business impact and will receive our full attention. Full engineering support will also be received if required. Emergency priority requires at least one Customer’s InfoVista certified engineer to be available onsite.



Priority Definition	Comments	Examples
<p>Emergency</p> <p>The problem is critical to the Customer, typically a Fatal severity issue in a production environment, on a component that seriously impairs Customer's business.</p> <p>The system is down or seriously impacted, or data is lost or destroyed, and there is no reasonable workaround currently available (crashes, corrupted data).</p> <p>Full engineering support is required.</p>	<p>Upon confirmation of receipt, InfoVista begins continuous work on the problem during business hours, and a Customer resource must be available at any time to assist with problem determination. It is important to note that without Customer input, it is extremely difficult to determine due cause of cited problems. InfoVista will provide commercially reasonable effort for workaround or fix, once the problem is reproduced or once we have identified the product defect. InfoVista may incorporate fix in future release of software.</p>	<p>InfoVista Crash. Inability to continue in production environment.</p>
<p>High</p> <p>The problem is critical to the Customer, typically a Fatal severity issue in production environment.</p> <p>The system is down or seriously impacted, or data is lost or destroyed, and there is no reasonable workaround currently available (crashes, corrupted data,).</p>	<p>Upon confirmation of receipt, InfoVista begins continuous work on the problem during business hours, and a Customer resource must be available at any time to assist with problem determination. It is important to note that without Customer input, it is extremely difficult to determine due cause of cited problems. InfoVista will provide commercially reasonable effort for workaround or fix, once the problem is reproduced or once we have identified the product defect. InfoVista may incorporate fix in future release of software.</p>	<p>InfoVista Crash. Inability to continue in production environment.</p>
<p>Medium</p> <p>An InfoVista software component is severely restricted in its use in a production environment, typically a Major severity issue in production environment.</p>	<p>InfoVista will provide commercially reasonable effort for workaround or fix, once the problem is reproduced. InfoVista may incorporate fix in future release of software.</p>	<p>Graph with no results. Missing data.</p>
<p>Low</p> <p>A non-critical InfoVista software component feature is malfunctioning. The issue has been identified and does not hinder normal operation, or the situation may be temporarily circumvented using an available workaround. Workaround is available and acceptable.</p>	<p>InfoVista may provide for workaround or fix once the problem is reproducible. InfoVista may incorporate fix in future release of software.</p>	<p>Formulae errors. Incorrect Information displayed.</p>

Please note that the Priority of an issue will be lowered when the customer cannot be contacted, does not respond to Customer Support or does not implement the recommended action plan in a timely manner.



Severity

Every issue that is reported to Customer Support Organization is assigned an internal "severity". This severity represents the actual impact that the reported problem has on the InfoVista product(s). This is not used to determine the urgency of a case from a customer impact point of view (refer to Priority definition in 5.2.3.)

The following table shows the criteria for each severity.

Severity Definition	Comments	Examples
<p>Fatal</p> <p>A critical InfoVista software component is inoperable in a production and development environment.</p> <p>The system is down or seriously impacted, or data is lost or destroyed, and there is no reasonable workaround currently available (crashes, corrupted data,).</p>	By default the priority of the case is set to High.	InfoVista Crash. Inability to continue.
<p>Major</p> <p>An InfoVista software component is severely restricted in its use.</p> <p>There is no workaround currently available or the workaround is time consuming to implement and difficult to use.</p>	By default the priority of the case is set to Medium.	Graph with no results. Missing Data.
<p>Minor</p> <p>A non-critical InfoVista software component feature is malfunctioning. The issue has been identified and does not hinder normal operation, or the situation may be temporarily circumvented using an available workaround. Workaround is available and acceptable.</p>	By default the priority of the case is set to Low.	Formula errors. Incorrect Information displayed.



5.2.4 InfoVista Priority and Escalation Guideline

Escalation Scheme

Based on the priority scheme, InfoVista has established a rigorous problem escalation procedure designed to provide:

- Appropriate management awareness
- Sufficient technical resources to isolate duplicate and debug the problem
- Engineering support to define and to implement fix to resolve the problem

This escalation process is based on automated notifications that follow the following guidelines.

Elapsed Time/ Priority	Emergency	High	Medium	Low
1 Hour	Regional Support Manager			
4 Hours	Vice President, Worldwide Customer Support	Regional Support Manager		
12 Hours	Senior Vice-President Business Line NPM (Network Performance Management)	Vice President, Worldwide Customer Support		
24 Hours	Senior Vice-President of Sales Organization	Senior Vice-President Business Line NPM (Network Performance Management)	Regional Support Manager	
48 Hours	CEO	Senior Vice-President of Sales Organization	Vice President, Worldwide Customer Support	Regional Support Manager

Notes:

- (1) Stated escalation process requires that the Customer provide all required information and test results.
- (2) Time frames are intended to be used as a guideline and not a substitute for sound business practices.
- (3) Time frames are counted in standard business hours.

Should the customer feels the need to proceed to additional escalation, InfoVista recommends that Customer-initiated escalation begin at the Regional Manager level and proceed upward using the escalation guideline shown above for reference. This will allow those most closely associated with the support resources to solve any service problems quickly.



5.2.5 Status Reporting Process

Our reporting process is also based on the priority scheme and determines the frequency we update our customers on the progress of their cases.

Elapsed Time/ Priority	Emergency	High	Medium	Low
Status Reporting	Daily update will be communicated to the Customer by the Engineer or the Regional Manager who owns the case.	An update will be communicated every three days to the Customer.	An update will be communicated on a weekly basis.	An update will be communicated on Customer request.



5.3 Problem Management Process

5.3.1 Case creation

- Contract number is recorded.
- A detailed description of the issue is recorded.
- A case number related to the reported issue is created
- The case is placed in a work queue based on priority and assigned for resolution to the most appropriate team of Support Engineers.
- A Support Engineer makes best effort to respond to the issue.

Note: InfoVista's initial response mode is often based upon the method by which the case was received. For example, if your issue was logged via e-mail, the first response is via e-mail.

5.3.2 Classification

All issues are categorized in the following manner:

- The issue is a problem that is not defect-related
- The issue is a known defect-related problem
- The issue is a new defect

5.3.3 Resolution Tools

The Support Engineer utilizes the following diagnostic capabilities to assist with the resolution:

- Solutions Database
 - Common problems
 - Error messages
 - Previous solutions
 - FAQs
 - Technical notes
- Test lab to reproduce problems (Test case)
- Remote access to view issue (This collaboration tool allows support engineers to connect and view information on a customer's system through a web conference. When required, a remote session is initiated by Customer Support Organization with customer approval.
- Documentation
 - Manuals
 - Internal documents
 - Training materials



- Customer support Team members (due to the technical expertise required, it is sometimes necessary to involve specialized expert to solve a particular issue)
- Product specialists/Managers
 - Debugging utilities
 - Developers

Note: The Support Engineer will require information related to the system and configuration. A timely cooperation in providing any necessary information and files is necessary.

5.3.4 Resolution form

We will make our best effort to resolve difficulties as soon as possible. The resolution provided may be in the form of:

- An oral response by telephone
- A written response addressed to you defining the steps to be taken
- The delivery of additional documentation
- A patch or modification of executable codes
- A request to upgrade to an updated version
- The delivery of a new version

Note: when we supply executable code, it will be either provided by electronic delivery or placed on a server to be downloaded via FTP.

5.3.5 Problem Resolution Process

During the process, the Support Engineer determines if the issue (recorded as a problem in our Case Tracking system) falls into one of three categories described below.

Determined to be a problem that is not product defect-related

If the Support Engineer determines that the issue is not a product defect (configuration, O/S, Hardware related problems) and can be corrected directly by InfoVista Customer Support Organization in conjunction with the Customer, the issue remains open and is worked on until resolution. Action items and schedules of work are coordinated between the Support Engineer and the Customer based on the tasks to be completed and the availability of both parties.

Determined to be a known defect Product related problem

If the Support Engineer determines that this issue is the result of a software defect that has previously been reported, the Support Engineer does the following:

- Provides a workaround to correct the issue. If no workaround is available and it is determined that one is required, the Support Engineer will work with the Customer to find the best feasible workaround.
- Advises the Customer when the defect report is closed, assists in fix implementation, and updates the Customer's case.



Determined to be a new product defect

If the Support Engineer determines that this issue is the result of a software defect that has not been previously reported, the Support Engineer will perform the following:

- Attempt to replicate the problem on the identified failing component.
- Take the detailed problem information and create an engineering defect report related to the issue.
- Make every attempt to provide a workaround for the issue until a permanent fix is available. The Support Engineer will involve the InfoVista Research and Development Organization.
- Advise the Customer when the defect report has been confirmed, assist in defect fix implementation, and updates the case.

When a new defect is identified, it is assigned to Engineering for review. Engineering determines how and when the defect is addressed. One of a number of different fix schedules may result:

- The defect is considered to be of high impact and a hot fix is created and delivered to the Customer for immediate implementation.
- The defect is considered to be of lower impact. Fixes may be created, tested and delivered to the Customer or included in a future release of the software.
- The defect is considered to be of low impact and may be deferred until a future release.

Notes:

- (1) Because of the complexities of the supported environment and the development, verification, and testing resources required, defect fixes may require an extended period of time before distribution.
- (2) If the problem cannot be reproduced and all relevant information has been provided by Customer, the Support Engineer will provide a proposal for an alternative plan of action.
- (3) For third Party Products, we must refer customer to the Third Party vendor for further analysis when InfoVista Support has diagnosed that the issue is not with InfoVista Software.
- (4) Customer is responsible for obtaining fixes, for applying the fixes to the Software, for testing the fixes to ensure that issue is fixed.
- (5) In some cases, fixing the defect may mean the installation of a later release as some fixes cannot be developed in earlier code.
- (6) When a product is no longer supported, CSO will assist Customer in a best effort basis but may be unable to request engineering defect correction or Engineering analysis.

5.3.6 Fatal Problem Resolution Process

Definition

Fatal support issues are when a critical InfoVista software component is inoperable. These situations are afforded accelerated response and resolution requirements.

Obtaining assistance for a critical support issue

To obtain support for Fatal situations:

- Contact InfoVista Customer Support Organization via telephone.
- Inform the Support Engineer of the situation with as much technical details as possible.
- Provide contact information that guarantees that InfoVista Support Engineer will be able to contact you immediately.



Note: E-mail and on-line submissions are not advisable for critical situations. However, electronic submissions may be followed by a telephone request to increase problem priority.

Responsibilities for resolution

When an issue is deemed to be a fatal severity issue, both InfoVista Support Engineer and the Customer have key responsibilities toward the resolution of the issue.

InfoVista's Customer Support Organization's responsibilities are:

- To respond to the issue within two business hours.
- To work on the issue until it is resolved, an acceptable workaround is found, or the issue is downgraded to a lesser priority.

The Customer's responsibilities:

- The Customer must at all times be available to work on this issue.
- The Customer must be able to perform tests and gather any information required by InfoVista Customer Support Organization.

5.3.7 When is a case closed?

A case is closed when:

- Customer is satisfied with the answer, solution, fix or workaround.
- We have not received requested information within ten working days and we have sent notification five working days before closure.
- The Customer informs us that the case is no longer an issue.

Note: Customer can reopen a closed case at any time.



6 License Key Request

A valid license key may be required to operate InfoVista products and Solutions. To request a License Key, complete the appropriate on-line request form (see below Url) and a license key will be provided within two business days

http://www.infovista.com/services/customer_support/license_key/default.asp.

Permanent Keys

Allows customers to run InfoVista Products & Solutions without restriction. Please download software from our E-Delivery site where you will find the serial number(s) necessary to obtain permanent keys (delivered only once).

Evaluation Keys

Prior to obtaining an evaluation key, please contact your sales representative to be granted access to our E-Delivery site. The software evaluations have a 30-day trial period with no evaluation key needed. Evaluation keys are required only to extend an evaluation period over 30 days.



7 Online Services

The enhanced online support service allows customers to access around the clock:

- Electronic Download via our E-Delivery Service
- Online Case Access
- Self Help

7.1 E-Delivery

E-Delivery is an online delivery service that allows to download:

- All supported Software versions updates and releases as they become available as long as customer's maintenance contract is active, to keep up to date with all InfoVista Software
- All cumulative Hot Fixes called roll-ups

In order to successfully implement the E-Delivery service, Customer needs to identify the appropriate person within its organization who is granted the administration role known as "administrator".

InfoVista will need the following mandatory parameters to create an administrator:

- > First Name
- > Last Name
- > e-mail address
- > Complete address
- > Phone number

Administrator receives a personal and confidential login and password to access E-Delivery account to the following address:

<https://infovista.subscribenet.com/>

What if someone need an access to E-Delivery but is not an Administrator?

The Account Administrator is the only person authorized to give additional access right to other personnel in the customer account.

If you known your Account Administrator, send an email to your Account Administrator to be added or to download the required software.

If you do not know your account Administrator, send email to edelivery@infovista.com to request your Account Administrator email address.



E-Delivery Download Problems : who to contact?

Contact E-Delivery Center Support at infovista@subscribenet.com or call:

Outside the US	Within the US
+1-925-253-6565	+1-888-715-4687

7.2 Online Case Access

Upon request, Customer will be provided with online case access. The request must be sent by email to support@infovista.com. The request must feature appropriate contact information such as:

- Last Name
- First Name
- Contract Number
- Email Address

The online case Access allows to:

- Submit a case on line
- Follow information on existing cases including Status Field

The status field is of primary importance and can have the following values:

OPEN: The case was just entered in the system and is waiting to be assigned to a Customer Support Engineer.

ASSIGNED: The case is assigned to a Customer Support Engineer, the investigation has not started yet.

WIP: (Work in Progress) The case is under investigation by a Customer Support Engineer.

ESCALATED: The Customer Support Engineer escalated the case internally within InfoVista (to the Research and Development department, to Product Management or to any other department of InfoVista).

ON HOLD: The Customer Support Engineer is waiting for information from the customer.

RESOLVED: The Customer Support Engineer proposed a solution to the customer and is waiting for confirmation the case can be closed.

CLOSED: The customer agreed to close the case (see section 5.3.7).



7.3 Self Help : Knowledge Base Access

Customers are entitled to take advantage of our knowledge base to leverage our expertise and to access to the most up-to-date technical documents, resources, and best-practices.

Upon request, Customer will be provided with online Knowledge Base access. The request must be sent by email to support@infovista.com.

Our Knowledge Base contains Frequently Asked Questions, searchable through the following fields:

SUMMARY: contains the short description of the article.

DETAILS: contains the full description of the article (this field can typically be searched against error messages)

SOLUTION: contains the description of the resolution to a given problem (this field can contain hotfix numbers, defect numbers or Feature Request numbers).

New articles are posted on a weekly basis allowing our customers to benefit from up to date information.



8 What can be done if the Service delivered is not satisfactory?

If our support processes fail to meet your expectations, please feel free to escalate as shown below:

Regional Escalation

Contact InfoVista Customer support.

Ask to speak to the Customer Support Organization Manager. He will develop an action plan to resolve your issue.

Americas:

Jean François Mach, Customer Support Manager

Tel: +1 703-707-1742

Email: jfmach@infovista.com

Europe:

Sandrine Faucher, Customer Support Manager

Tel: +33 1 64 86 85 39

Email: sfaucher@infovista.com

Asia Pacific:

Jie Zhu, Customer Support Manager

Tel: +61 2 9006 1343

Email: Jzhu@infovista.com



Worldwide Escalation

If your concerns have not been addressed to your satisfaction with the regional escalation, please contact :

Shamil Hassanaly, Vice President, Worldwide Customer Support

Email: sha@infovista.com

Note: you should feel free to contact directly any of the contacts listed. However, it would be appreciated if you were to escalate up through the contacts listed even if the time frame is short.



9 Appendix 1: Mission Critical Program (MCP) -Optional

If you have ordered the optional Mission Critical Program, you have access to our support services 24 hours a day, 7 days a week for emergency issues.

To report a problem after hours or during week-ends:

1. Call your support center number. Be prepared to give your name, company name, maintenance contract number and telephone number. The case will be directed to the appropriate support team.
2. Do not use email, fax or web access

An InfoVista Support Engineer will contact you immediately or within one hour and will start assisting you in accordance with the service objectives listed in this document.

A technical contact from customer must be available to work with InfoVista Support during the entire time we are performing support services after hours or during week-ends.



10 Appendix 2: Email Template for Initial Case Reporting

If you are about to send an email to raise a new support case, please use the following template:

Dear Support,

We would like to submit to InfoVista the problem we discovered below.

Problem Description:

(This must reflect the symptoms reflected and the steps taken to reproduce the problem)

Priority Level

(This is YOUR Severity):

Is this a production environment:

(Yes / No)

Can the problem be replicated?

(Yes / No)

Product Information

- Hostname of Server where problem is encountered:
- Product Name:
- Product Build (reflecting Hotfix Installed):
- Operating System:
- Level of O/S Patch Update: (Date of latest cluster installed)

Attachments provided:

- Support Package of Product reflecting problem (to be generated using VistaCockpit).
- Snapshots of problem
- If outage related, core file to be uploaded onto Ftp site