

# Ipanema Support Service Description

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## Table of Contents

Introduction.....	4
A. Technical Support – Gold Service overview .....	5
A.1. Overview.....	5
A.2. Language.....	5
B. Accessing Technical Support .....	6
B.1. Before contacting the Technical Support .....	6
B.1.1. Define your request.....	6
B.1.2. Gather background information.....	6
B.1.3. Gather relevant diagnostic information .....	6
B.1.4. Determine the Priority Level .....	6
B.2. Priority Levels .....	7
B.3. Contacting the Technical Support .....	7
B.3.1. Who is entitled to contact the Technical Support?.....	7
B.3.2. How to contact the InfoVista Technical Support?.....	8
B.3.3. Technical Support time zone coverage details.....	8
B.3.4. Information needed.....	8
B.4. Response time .....	9
B.4.1. Response Time definition .....	9
B.4.2. Response Time objectives .....	9
C. Case Handling .....	10
C.1. Case lifetime .....	10
C.2. Resources .....	10
C.3. Best Practices.....	10
C.4. Escalation.....	11
D. Hardware Support - Return Material Authorization .....	12
D.1. RMA Policy.....	12
D.2. RMA Process.....	12
D.2.1. Open a case .....	12
D.2.2. Provide investigation information.....	12

D.2.3.	Complete and submit the RMA form .....	12
D.2.4.	Deliver the replacement part .....	13
D.2.5.	Ensure the faulty device is sent back to InfoVista .....	13

## **Introduction**

This document describes the Technical Support service provided by InfoVista to its Customers and Authorized Partners (Telecom Operators, Managed Service Providers, Resellers or Distributors) for all Ipanema software and hardware Products.

“Customer”, “You” and “your” refers to the individual or entity that has access to InfoVista Technical Support services.

Conditions to get InfoVista Technical Support services are defined in your contract. They include having an InfoVista product under valid software license and having subscribed to the Technical Support services.

InfoVista Support Services for Ipanema offers:

- 24x7 access to the Technical Support organization
- 24x7 access to the Technical Support website
- 24x7 access to the Knowledge base
- Software corrective releases, patches, etc.
- Software evolutive releases
- Hardware advanced replacement of faulty devices
- Technical Documentation about Ipanema Products and Services

## A. Technical Support – Gold Service overview

### A.1.Overview

SUPPORT WEB PORTAL	24x7 access to software releases, technical documentation and online knowledge base
TECHNICAL SUPPORT	<p><b>Standard Hours<sup>(1)</sup></b></p> <p>PHONE, EMAIL and WEB</p> <p>(1). Standard Hours includes: Paris office (France): Monday to Friday – 8 am to 6 pm CET/CEST Gatineau office (Canada): Monday to Friday – 9 am to 7 pm EST/EDT Kuala Lumpur office (Malaysia): Monday to Friday – 7am to 6pm MYT Except January 1st and December 25<sup>th</sup></p> <p><b>On-Call Hours<sup>(2)</sup></b></p> <p>ON-CALL – Limited to Priority 1 and 2 cases<sup>(3)</sup></p> <p>(2). All time that does not match Standard Hours (3). See Priority Levels definition in section B.2.</p>
CONTACTS	<p>Email: <a href="mailto:support.ipanema@infovista.com">support.ipanema@infovista.com</a> Web portal: <a href="https://ipanemasupport.infovista.com">https://ipanemasupport.infovista.com</a></p> <p>International Phone: +33 1 55 52 15 22 US Toll Free Phone: 888 485 4884 US Phone: +1 617 862 0033 Singapore: +65 6243 3763</p>

*Figure 1 - Technical Support service overview*

### A.2.Language

The Technical Support standard communication language is English.  
French language is also available during Paris and Gatineau office business hours.

## B. Accessing Technical Support

### B.1. Before contacting the Technical Support

To obtain the best service and the fastest resolution time from InfoVista's Technical Support, you are kindly required to take care of the following points before contacting us:

- Clearly define your request;
- Gather background information;
- Gather diagnostic information;
- Determine the priority level of the case.

#### B.1.1. Define your request

It is important to be specific when explaining a problem or asking a question to the Technical Support. Please prepare beforehand a detailed description of the problem and symptoms.

#### B.1.2. Gather background information

Your ability to answer the following questions will help us to efficiently solve your situation:

- Which release were you running when the problem occurred (hardware, software, central systems, operating systems, etc.)?
- Has this problem already happened before or is this an isolated problem?
- Can the problem be recreated? If so, what steps are required?
- Have changes been recently applied to the system? To your IT environment? Which one?

#### B.1.3. Gather relevant diagnostic information

To understand the situation and accelerate the resolution of a problem, the Technical Support will require specific diagnostic information such as logs, scripts results and environment data. Your ability to provide this information is often the most critical step in resolving your case. If you are unsure about what information is required, visit our support web portal at <https://ipanemasupport.infovista.com>.

#### B.1.4. Determine the Priority Level

We encourage a self-evaluation of your question/problem priority level. The Technical Support can help you determine it based on the business impact of the issue.

You can change the priority level of a problem if circumstances evolve since opening your case. Priority levels are defined in section B.2 below.

## B.2. Priority Levels

All cases are prioritized according to their impact, from Priority 1 to Priority 4 (P1 being the most important and urgent).

Priority level	Definition	Examples
<b>Priority 1</b>	Problem that results in severe service or performance degradation or a complete outage in a production environment. The problem shall be continuously addressed until a workaround or a solution is provided.	<ul style="list-style-type: none"> <li>● Site fully isolated from the network.</li> <li>● Business critical applications blocked on the global network.</li> </ul>
<b>Priority 2</b>	Problem that results in a partial degradation of performance with a significant impact on the business.	<ul style="list-style-type: none"> <li>● Business critical application performance degradation.</li> <li>● Reporting service unavailable with a direct impact for users.</li> </ul>
<b>Priority 3</b>	Problem with no significant impact on service or performance. This problem is tolerable while operating the system.	<ul style="list-style-type: none"> <li>● Performance degradation for an application that is non-business critical.</li> <li>● Reporting incoherence.</li> <li>● Hardware failure - RMA (see section D).</li> </ul>
<b>Priority 4</b>	Case with no immediate operational impact.	<ul style="list-style-type: none"> <li>● “How-to” configuration question.</li> <li>● Documentation request.</li> <li>● Technical explanation.</li> <li>● Licensing request.</li> </ul>

*Figure 2 - Priority level definition*

## B.3. Contacting the Technical Support

### B.3.1. Who is entitled to contact the Technical Support?

To enable an effective and fast problem resolution Authorized Technical Contacts are the sole liaisons between you and the InfoVista Technical Support. The Authorized Technical Contact is a person within your organization who has a valid Ipanema Certification (ICOS or ICAS).

More details on the Ipanema Training and Certification Programs are available here: <http://www.infovista.com/Application-Performance-Training>.

### B.3.2. How to contact the InfoVista Technical Support?

The Technical Support can be accessed through web, email and phone. Please refer to section A of this document.

### B.3.3. Technical Support time zone coverage details

InfoVista operates its Technical Support from the two following locations:

- Paris (France)
- Gatineau (Canada)
- Kuala Lumpur (Malaysia)

Extended working hours and people on-duty allows to provide 24x7 access to our team, either in full access during “standard hours” or on-call during “on-call hours”.

Please remember that “on-call hours” applies only for Priority 1 and Priority 2 cases.

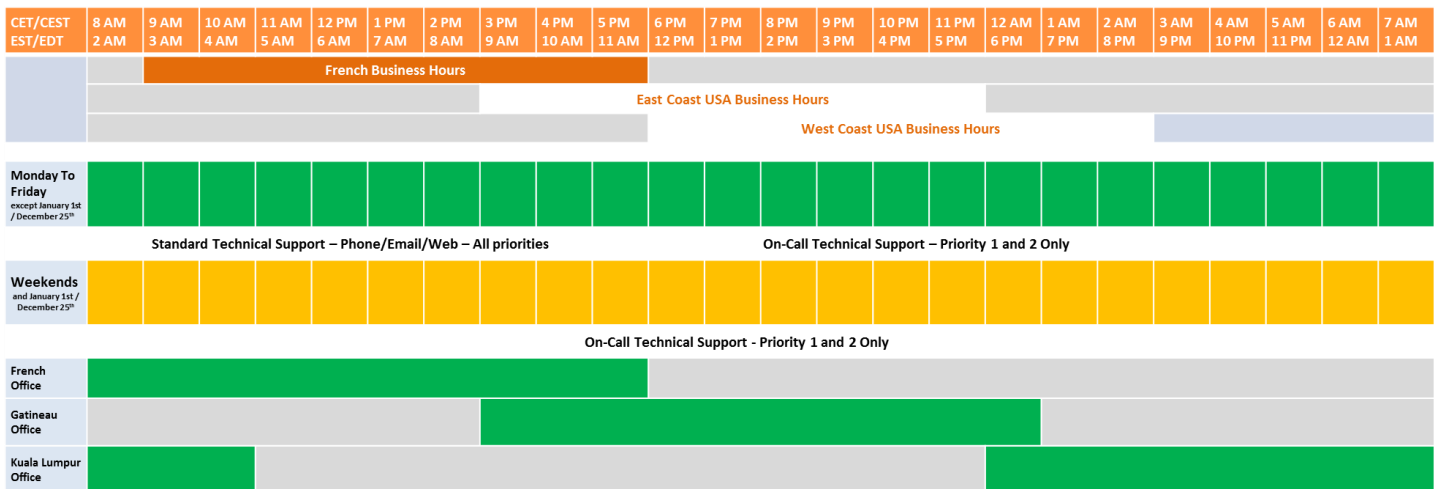


Figure 3 - Time zone details

### B.3.4. Information needed

When submitting a case, please make sure you have the following information ready:

- System ID (you can find it in the “About” menu)
- Company Name
- Contact Name
- Phone number where you can be reached
- Related product and version information
- Detailed description of the issue/question
- Priority level



## B.4. Response time

### B.4.1. Response Time definition

The Response Time applies:

- When you open a new case: the initial response may result in the direct resolution of your request or form the basis for determining additional actions;
- When you require an update: the response will contain updated information about the case and provide you more details about the investigation progress.

Be sure you and the Technical Support engineer are in agreement on the next action and the next checkpoint.

Also note that cases with priority level 3 and 4 opened during “On-Call hours” will be queued until next business day.

### B.4.2. Response Time objectives

Priority Level	Response Time Objective
Priority 1	Within one hour
Priority 2	Within one hour
Priority 3	Within two business hours
Priority 4	Within two business hours

**Figure 4 - Response time objectives**

## C. Case Handling

### C.1. Case lifetime

A case can be opened by phone, e-mail or web form. Once the case is opened, it is registered in the InfoVista CRM database and you are provided with a case number<sup>1</sup>. A Technical Support engineer will then take ownership of the case until closing.

The case will be handled according to its Priority Levels and Response Time Objectives. Our Technical Support expects you to promptly provide additional troubleshooting information as requested during the lifetime of a case.

A full resolution or a temporary workaround (configuration change, software patch, etc.) will then be proposed for application. The case will be closed by both parties agreement.

In the unlikely case the problem reoccurs after closure, it might be re-opened within 30 days of closure. After this delay a new case will be opened.

### C.2. Resources

The InfoVista Technical Support is composed of two lines of well-trained Ipanema certified engineers whose main objective is taking the extra step to ensure Customer satisfaction.

Our support engineers make use of a variety of resources to diagnose and resolve customer's issues as quickly and efficiently as possible. These resources include:

- Knowledge base about current and solved issues;
- Dedicated labs to simulate customers' environment, replicate technical issues and validate the efficiency of proposed solutions;
- Remote access to your Ipanema system, for example to share screenshots.

### C.3. Best Practices

The following best practices help us to ensure timely resolution to your question or problem:

- Keep questions/issues separate (one request per case) for better tracking;
- Select the appropriate Priority Level and detail business impacts to get the right focus on your problem;
- Ensure a good collaboration between you and the Technical Support engineer;
- Maintain your software reasonably updated;
- Provide timely feedback and close the case when your request has been addressed.

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<sup>1</sup> If the case is opened through email or Web, you should receive an automated answer by email.

#### **C.4. Escalation**

Customer satisfaction is the main objective of InfoVista Technical Support. If you believe that your request requires more focus or that we are not meeting our commitments, please raise our attention by performing the following actions:

- Be certain to explain the business impact of your problem to the Technical Support engineer who owns your case;
- Raise the Priority Level of the case;
- Contact the Technical Support and ask to speak to the Duty Manager. He will call you back within 1 hour;
- Escalate to your InfoVista Account Manager.

## D. Hardware Support - Return Material Authorization

### D.1. RMA Policy

In order to minimize outage time we provide an advanced replacement unit in case of a hardware failure.

The Hardware Support consists of advanced replacement of faulty hardware devices after the failure diagnostic has been agreed by Technical Support. Shipping of a replacement device from one of our logistic center will occur Next Business Day (NBD) at the latest.

The faulty equipment must be returned to an InfoVista authorized location within 10 business days.

Incoterms (International Commercial Terms) are DAP (Delivered At Place). The shipper pays for freight, foreign port charges and delivery to final destination and the receiver pays for customs duties and taxes.

### D.2. RMA Process

#### D.2.1. Open a case

If you are suspecting a hardware failure, simply open a case so we can take care of the request, check the failure diagnostic and track it until its full resolution.

A case must be opened for each hardware failure to allow proper tracking of RMA requests.

#### D.2.2. Provide investigation information

A failure diagnostic by the Technical Support is mandatory to authorize an RMA. In order to accelerate this diagnostic, please provide the Technical Support with relevant technical information such as logs, scripts results and environment information. Your ability to provide this information is important to shortening the RMA authorization delay.

If you are unsure about what information is required, please visit our support web portal at <https://ipanemasupport.infovista.com/>.

#### D.2.3. Complete and submit the RMA form

Once the Technical Support has authorized the RMA, your will be given a web link to the RMA form.

Please complete all the necessary information to process the RMA (contact name, shipping address, configuration details if needed, etc.), check the “I understand and agree to the terms and conditions of the RMA” box and finally submit the form.

#### **D.2.4. Deliver the replacement part**

Once the RMA form has been submitted and validated by the Technical Support, the replacement part is shipped, by express courier within the Next Business Day (NBD). You are provided with the Tracking Number from the courier delivery company.

#### **D.2.5. Ensure the faulty device is sent back to InfoVista**

You will receive by email all the relevant information to return the faulty device to InfoVista. It must be received to an authorized InfoVista hardware return location within the next 10 business days. After this delay you will be charged the current fee for this equipment.

The address is:

**InfoVista SA  
Site Logistique  
129 avenue de Paris  
91300 Massy  
France**