Maintenance

SEVONE GOLD AND PLATINUM MAINTENANCE

At SevOne, we provide digital infrastructure management solutions that enable you to deliver on the "promise of now" in today's connected, mobile world. In fact, the world's largest enterprises and service providers rely on our technology to monitor, analyze and optimize their massive, dynamic and infinitely complex digital infrastructures. When they couple SevOne maintenance programs with SevOne solutions, these enterprises and service providers gain quick access to technical advice from top product experts.

By providing in-depth knowledge of the underlying technology and how to best operate, monitor and troubleshoot your digital infrastructure, SevOne Gold and Platinum Maintenance programs transfer "know how" from our staff to yours with every support interaction.

OVERVIEW.

	Gold Maintenance	Platinum Maintenance
eSupport	✓	✓
Software Updates	✓	✓
Designated Contacts	2	6
10-day New Device & Log Certifications	✓	✓
Business Day Technical Assistance Center (TAC) Support	✓	✓
24x7 TAC Support		✓
New Customer Success Program*		✓
Cluster Monitoring Service*		✓

* For qualified customers – please contact your sales representative for further information

BENEFITS.

eSupport

Online Incident Management System

24x7 access to SevOne's online support management portal, including web support, online case management and an extensive knowledge base of product and support articles.

Video Training Courses

Access to an ever-growing library of online video training courses that deliver information about our most popular products and services.

Software Updates and Upgrades

During the provision of Maintenance and Support Services, SevOne will use commercially reasonable efforts to correct or modify any Software to conform in all material respects with the then-current Documentation. The latest SevOne software updates and upgrades are available via web portal 24x7 at www.sevone.com/services-support/support. SevOne uses the labeling convention for software versions of x.y.z (e.g. 5.6.2) where:

- **"x"** stands for a major software upgrade.
- **"y"** represents a major software update – software feature enhancements and/or accumulation of a large number of bug fixes.
- **"z"** stands for minor software update – accumulation of a limited number of enhancements, modification or bug fixes.

Eligible Contacts

The 3-Day SevOne Platform, 1-Day API, and 1-Day PLA training courses and certification programs provide an expeditious transfer of "know how" to ensure your staff has sufficient understanding of your SevOne deployment to maintain it effectively, and to work successfully with SevOne Support.

Eligibility to access SevOne Support Services features will be at the discretion of SevOne if your contacts have not completed the relevant training certification.

Business Day TAC Support Benefits

	SLO Category	Service Hours	Critical	High	Medium	Low
Business Day TAC Support	Response Time	8am – 8pm M-F[1]	2 Hours	4 Hours	8 Hours	24 Hours
	Update Frequency	8am – 8pm M-F[1]	2 Days	4 Days	Weekly	Monthly

[1] Excludes SevOne holidays

- In the event a customer encounters a problem with the Software, customers can contact SevOne's service center Monday – Friday, 12-hours a day. SevOne TAC is available at (302) 319-5400 ext. 2 or toll-free in North America at 877-4-SevOne, and at www.sevone.com/support in the time zone set forth in the applicable order form. Customers should provide a description of the problem encountered, hardware serial number, and how to repeat the condition which resulted in the problem. SevOne will provide a unique case number for tracking purposes to the customer.

24x7 TAC Support Benefits

	SLO Category	Service Hours	Critical	High	Medium	Low
24x7 TAC Support	Response Time	24x7	1 Hour	2 Hours	4 Hours	24 Hours
	Update Frequency	24x7	12 Hours	2 Days	Weekly	Weekly

- In the event a customer encounters a Critical or High problem with the Software, the customer may contact SevOne's TAC 24-hours a day, 7-day a week support. SevOne TAC is available at (302) 319-5400 ext. 2 or toll-free in North America at 877-4-SevOne, and at www.sevone/support. Customers should provide a description of the problem encountered, hardware serial number, and how to repeat the condition which resulted in the problem. SevOne will provide a unique case number for tracking purposes to the customer.
- Critical priority telephone or case response from a SevOne support engineer within 60 minutes.

Severity Level	Severity Definition
Low	You're requesting some additional information about SevOne products that is not available either on SevOne.com or in the product documentation. **Example: "How do you produce a report that has the following attributes?"**
Medium	You're reporting a problem with a SevOne product that does not affect its main features. **Example: "Email reports are not being delivered."**
High	You have encountered a problem with a SevOne product that prevents its main features from working. The product cannot be used as described in its documentation. **Example: "I am unable to graph device statistics."**
Critical	SevOne appliance is unresponsive/down. **Example: "I cannot ping/connect to the SevOne appliance."**

10-Day New Device and Log Certifications

With SevOne Gold and Platinum Maintenance, you can rest assured that when you add new devices and services to your digital infrastructure, you can monitor them quickly. Any new device types not fully-supported by SevOne out of the box will be certified in 10 business days or less (e.g. MIBs will be analyzed and configured by SevOne). Leveraging this rapid certification process, SevOne will work with you to implement SNMP and/or Log Application Key integrations with your SevOne Cluster.

New Customer Success Program (for Platinum Customers)

The first six months following the initial purchase of the SevOne platform is critical to joint success. During that time, a SevOne customer success manager (CSM) will work closely with your deployment and operations personnel to gain in-depth knowledge of your desired business and technology outcomes, your environment and your user community—all with the goal of maximizing the value of your infrastructure management investment.

YOUR SEVONE CSM WILL LEVERAGE THIS BASELINE KNOWLEDGE TO ASSIST WITH:

- Best Practices and Education
- Performance Reporting
- Environment Audit
- Schedule reporting assurance
- Customer Advocacy

Cluster Monitoring Service (for qualified Platinum Customers)

The SevOne Cluster Monitoring Service helps customers understand the health and availability of SevOne appliances deployed in their digital infrastructure. The SevOne Cluster Monitoring Service serves as a central point for the health monitoring of 'out of normal' parameters of deployed SevOne Clusters. Knowledgeable SevOne support staff provide real-time assistance via automated case generation on fault and health issues including:

- Inter-peer connectivity and communication
- Slow discoveries impacting performance
- Scheduled reporting assurance
- HSA failovers
- Proactive hardware assurance

FOR MORE INFORMATION

For more information about the SevOne Gold and Platinum Maintenance, please contact your local SevOne representative at **302-319-5400**, visit SevOne.com, or email **sales@SevOne.com**.

About SevOne.

SevOne provides the world's most scalable infrastructure monitoring platform to the world's most connected companies. The patented SevOne Cluster™ architecture leverages distributed computing to scale infinitely and collect millions of objects. It provides real-time reporting down to the second and provides the insight needed to prevent outages. SevOne customers include seven of today's thirteen largest banks, enterprises, CSPs, MSPs and MSOs. SevOne is backed by Bain Capital Ventures. More information can be found at www.sevone.com. Follow SevOne on Twitter at @SevOneInc.

.:!:SevOne

[www.sevone.com | blog.sevone.com | info@sevone.com]