

## Reseller Support Guidelines

This document explains the duties, responsibilities and procedures for SevOne resellers who will provide product support to SevOne end users via their own channel. The mission of SevOne Support is to provide the best possible experience for our users. We will hold our resellers to the same high standards we keep for ourselves.

The following is an explanation of how the relationship between SevOne and our resellers should be structured in order to enable us to provide the highest level of support to our end users. In short, the resellers will be providing all first call response, hardware issue diagnosis, and other first level support services to the end users. Resellers will have a priority channel for escalation of issues to SevOne Support.

The basic functional principle for SevOne Support in the SevOne/reseller/end user relationship is this: the reseller is the customer. End users will open cases with the reseller using a channel of the resellers choosing. Any cases the reseller needs to escalate to SevOne Support should be logged via SevOne Support Portal according to the guidelines in this document.

### **Division of Responsibilities**

SevOne resellers provide Support to their customers directly, and have direct access to a priority escalation path to SevOne Support. Resellers will handle all the first call of all support cases from their customers, and can escalate to SevOne Support as needed. For major issues where SevOne involvement is needed, the reseller will act as liaison between the customer and SevOne Support. The division of responsibilities is outlined in greater detail in the table below. Procedures for carrying out the noted escalations are covered in a later section.

<u>Reseller Responsibilities</u>	<u>SevOne Responsibilities</u>
Provide a channel for the end user to open support cases	Appliance Software Installation (Initial build)
Handle end user first calls	SNMP Device Certification Analysis phase
Escalate hardware failures to SevOne Support	Escalate Hardware failures to OEM vendor
Information Gathering and Delivery phases of SNMP Device Certification	Handling of escalated Customer Support cases
Keep record of end user inventory and configurations (Service Tags, Software revisions, peering maps, etc.)	Provide product information and troubleshooting resources to reseller
Install patches on SevOne appliances (version does not change)	Install major upgrades on SevOne appliances (version changes)

### **Hardware Support**

SevOne provides hardware support through the Dell “ProSupport for IT with Same-Day Response / 4-Hour Onsite Service After Remote Diagnosis” for five (5) years from the effective date of the Agreement. This support includes:

**Telephone Support:** SevOne will provide initial telephone support during normal Business Hours. SevOne will contact Dell Direct telephone access as necessary where SevOne is unable to correct a particular hardware issue. SevOne will, when necessary for escalated hardware support issues, connect Customer’s trained IT staff to Dell’s global Expert Center staffed by senior-level analysts for troubleshooting assistance

of hardware and software issues. Once SevOne has connected Customer with Dells' Expert Center, Customer acknowledges that any further support issues with respect to the hardware shall be resolved solely by Dell.

Type of On-Site Response directly by Dell: 4-Hour On-Site Service\*

\* Availability may vary by region/location

Dell On-site Response Time: A Dell technician usually arrives on-site within 4 hours after completion of telephone-based troubleshooting for Mission Critical Severity Level 1. However, SevOne is not responsible, nor assumes any liability, for Dell's failure to provide any on-site assistance as set forth herein. Any concern or dispute regarding Dell's direct support obligations to Customer shall be resolved solely between Dell and Customer.

Customer shall, three (3) years after initial delivery of any hardware by SevOne, begin to plan for and allocate amounts necessary for subsequent refreshing of the hardware. SevOne recommends that before the expiration of the five (5) year warranty from Dell, Customer completes a refresh of all hardware subject to any such warranty expiration.

However, if Customer is upgrading to a higher functional release of the Software, SevOne requires Customer to refresh its hardware if the hardware is no longer covered by the original five (5) year warranty.

If Customer has a PAS-HSA pair, Customer must also refresh their hardware if:

- i. Adding a new machine to the PAS-HSA pairing hardware results in different hardware configurations with respect to the old and new hardware (i.e. both must have the same model number).
- ii. If older hardware experiences a hardware failure, and is under warranty and is replaced, but the replacement hardware causes differences in the hardware configuration between the replaced hardware and other of Customer's existing hardware, please contact SevOne Support Management to determine options for resolution.

## **Case Transfer to SevOne Support**

### **General Escalation Practice**

SevOne provides our reseller partners with direct access to SevOne Support via email, telephone, and the SevOne Support Portal. The Support portal is the preferred means of opening cases as it allows the partner to provide the most information.

Resellers can log in to the portal by visiting: <http://support.sevone.com>. Each individual working for the reseller doing SevOne product support should have their own Support Portal account. This allows SevOne Support to know whom to contact regarding the cases opened.

When logging a case, our resellers will need to be mindful of the following fields.

#### **Type:**

*Customer Support* – This is the most common type of case. It is used to log hardware or software problems and general questions. This case type is routed to the SevOne Support queue. Critical Customer Support cases will be routed to the on-call engineer if the requesting account has purchased 24x7 Critical coverage.

*Device Certification* – This is used to send information about an SNMP device certification, goes to SevOne Support queue.

*Feature Suggestion* – This is used to file feature suggestions for enhancements to the SevOne software. These cases will be routed to the SevOne Sales Engineering team.

*Professional Services* – This is used to request services not covered by the SevOne support agreement or small custom work engagements. These cases also go to the Sales Engineering Team.

#### **Priority:**

This field determines the issue severity and resulting response time required for the issue as noted in the SevOne SLO document. Response times on the SLO are only applicable for Customer Support and Device Certification cases.

**SevOne Version:**

This is the exact SevOne software version used by the end user reporting the issue. (Example: 4.0.1.24)  
This is very important information and helps SevOne Support diagnose issues with greater speed and accuracy.

**Subject:**

A brief but meaningful description of the issue at hand

**Description:**

Please provide as much relevant information as possible when describing the issue. In the description should also be the name of the end user account. Questions to answer for this field include: When did the issue start? How often does it occur? What changes were made to the system recently? What are the exact steps to reproduce? What devices, objects, or indicators are having the problem? What plug in or technology is experiencing the issue?

**Attachments:**

After submitting the case, the customer can attach files on the next page.

**Device Cert – fields:**

These fields are for providing information specific to device certification, covered in greater detail in an upcoming section.

***Escalation of hardware issue***

If the reseller is submitting a case regarding a SevOne hardware issue, include the following information:

- Component(s) failed on the appliance
- Steps used to diagnose the failures
- Service Tag of appliance
- On-site contact name
- On-site contact phone number
- Site address for shipping of parts and directing an on site technician (if needed)
- Whether or not on site service is requested

SevOne Support will send parts and technician (if requested) on site as soon as possible. The OEM technician will need to contact someone on site directly in order to perform troubleshooting confirmation and/or arrange for physical access to the SevOne appliance. Any failed parts must be returned to the hardware manufacturer as soon as possible using the post paid label and packaging that accompanied the new part.

Failure Severity: SevOne appliances are configured to be as fault tolerant as possible. If a hardware failure has been detected but the appliance is still operational (for example, a hard disk failure in a RAID array) or if the failure is on only one neighbor of a hot-standby pair, then please file the case only as a high priority. If the hardware failure has brought the appliance down or is directly affecting the customer experience, the case may be filed as critical.

**Escalation of Device Certification**

A defining characteristic of SevOne's service offering is SNMP Device Certification. If a customer adds a new kind of device to their network or upgrades an existing device to a new software revision, SevOne (or any competitor systems) may not understand the SNMP objects available on the device. For this situation, SevOne offers 10 day Device Certification.

Resellers should be familiar with the SevOne Device Certification process. (See the SevOne Device Certification Overview document)

Resellers will be responsible for the Information Gathering and Delivery portions of the process. Once all of the needed data are collected, the reseller can open a device certification case in the SevOne Support Portal. SevOne support will analyze the data and then provide a SevOne proprietary SNMP definition file

to the reseller. The reseller has final responsibility to install this file on the customer SevOne system (or instruct the customer in how to do so).

### **Case transfer to reseller**

It is inevitable that a reseller's customers will open a cases directly with SevOne. The reseller must provide SevOne with a procedure for handoff of this case to back to the reseller. Resellers should be clear with their customers that the customers should not contact SevOne Support directly.

### **SevOne Support needs to have the following information from the reseller**

**Reseller company name:**

**Reseller support email address:**

**Reseller support phone number:**

**Native language text to send to customer:**

“Thank you for contacting SevOne. Support for your SevOne products is provided by your SevOne Reseller. We will forward your case to them. In the future, you may contact them directly by {provide customer facing instructions for opening a support case with the reseller here}”