

TENEEO SUPPORT

Teneo Support is available with each valid vendor maintenance contract purchased through us.

Our aim is to be an extension of your own support team, available 24 hours a day, highly trained and experienced in all aspects of Next-Generation Technology.

We're proud to have been awarded with the highest levels of accreditation by our vendor partners and rated with a Customer Satisfaction Score (CSAT) of 98% by our customers.

Our Service Desk uses a follow-the-sun support methodology from our offices in the UK, USA and Australia. We're also a Riverbed Authorised Support Partner (RASP), Gigamon Support Partner (GSP) and a Palo Alto Networks Authorised Support Centre (ASC).

Our support levels are as follows:

BASIC SUPPORT (REACTIVE)

Once your Next-Generation Technology is implemented, you'll see the start of a whole new set of responsibilities to make sure you have continuous uptime. Our Basic Support service allows you to verbally consult with one of our

support engineers to get a steer on how to resolve a technical issue yourself. You'll still need to drive the problem through to resolution.

The service covers the following:

- Direct access to Next-Generation Technology experts: Interact with a support engineer who is trained to quickly understand your unique challenges.
- Provision of step by step written instructions that you can implement so that you can resolve your issue.
- Ticket management through our support portal: Submit, update, check status, and manage support tickets for all of your supported Teneo Next-Generation Technologies.
- Documentation and FAQs: Access technology manuals, technical guides, software release notes, and frequently asked questions (FAQs) to streamline deployments and incident resolution.
- Feature releases and updates: Stay current with the latest feature updates, software and hardware updates.
- Hardware maintenance where appropriate, with various levels of response times to suit your business.

BENEFITS OF OUR SUPPORT

- Round the clock support, 24x7, from our award-winning Service Desk. You get to deal with the same people every time you call us.
- Experienced engineers. Learn from our first-hand experience. With over 1500 customers, we've seen a lot of things.
- Unique knowledge base. We always like to be the first to know about anything new and the first to tell you!
- Get expert advice on the latest upgrade and expansion options.

TOKEN-BASED SUPPORT

Our support team's mission is to provide the highest quality of support, the best level of customer satisfaction, and to make sure that you're making the most of your investments. So our Token-Based Support service lets our team do exactly what they do best - help *resolve* your issues, not just identify them.

Our Token-Based Support service allows you to buy tokens valid for 30 minutes each and trade them in for Professional Services related to the closure of a support call.

All tokens purchased must be used within 12 months. You'll also need written approval from the individuals in your team with authority to draw down on your token time.

Token-Based Support includes Basic Support as detailed above, and:

- Assistance in remediation of support issues via scheduled web sessions.
- Assistance applying any recommended changes via scheduled web sessions.
- Assistance making configuration changes via scheduled web sessions.

TENEO MANAGED SERVICES (PROACTIVE)

Our Managed Services help you to get the most value from your Next-Generation Technology investment, maximising business case ROI. With our fully managed service offerings, our engineers maximise availability and performance of your solution.

We'll find and fix issues quickly, often before you or your users are aware of them. We'll help you match Next-Generation Technology capabilities with your business needs.

Over time, we'll gain valuable insight from monitoring and reporting on your infrastructure. This means we're well positioned to contribute to your future architecture ideas just as if we were part of your own team.

Our Managed Services typically include:

TENEO SUPPORT

You'll receive our Basic Support through our 24x7 Service Desk and in conjunction with your vendor maintenance contract, as described above. We'll also automatically cover the types of remediation activities included in Token-Based Support, providing the task is within the scope of your Managed Service contract.

MONITORING & ALERTING

We'll monitor your Next-Generation Technology on a 24x7 basis to understand its health and any issues. Our system will alert us in real-time to the conditions we've agreed together and automatically create support tickets. We'll respond quickly and work with you or other third-party partners to get the issue resolved.

FULL LIFECYCLE MANAGEMENT

This covers the way our regional support teams work with each other and with you to ensure your service runs smoothly.

We'll take responsibility for implementing any changes you need us to make due to other things you've been doing on the network, including deployment of new applications. Any changes will go through our change control process, which we'll ask you to sign off. We'll then carry out our remote implementation.

When making Operating System upgrades, we'll recommend, test and install those for you on a 24x7 basis.

QUARTERLY REPORTING

We'll prepare reports for you on a quarterly basis. These will focus on service levels and performance levels and we'll discuss our findings with you at a quarterly review meeting.

That will be our chance to explain everything we've been doing on your behalf and your chance to ask us questions and push the boundaries of your Next-Generation Technology even further.

To access our 24x7 Service Desk, call from:

- EMEA on +44 845 299 0623
- USA on +1 877 836 3610
- APAC on +61 1 800 765 389

Or visit the Teneo support portal:

<https://support.teneo.net>

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