

Support Program Overview

Indeni offers two support programs to its customers. These are designed to offer our customers different support options to meet different support and response time requirements.

Support Service	Support level	
	Standard	Extended
Remote support	8 x 5 (business days)	24 x 7 (365 days/ year)
Priority 1 Response time (within support hours)	Initial Response - 3 hrs Workaround/patch availability - 10 hrs	Initial Response - 60 min Workaround/patch availability - 8 hrs
Priority 2 Response time (within support hours)	Initial Response - 3 hrs Workaround/patch availability - 24 hrs	Initial Response - 60 min Workaround/patch availability - 12 hrs
Priority 3 Response time (within support hours)	Initial Response - 24 hrs Workaround/patch availability - Next release	Initial Response - 3 Hours Workaround/patch availability - Next release
Upgrade assistance	No	Yes
Dedicated Technical Account Manager	No	Yes

Definitions

Priority 1

A support issue / ticket which drastically affects the usage of Indeni software and makes the use of the Indeni software unusable or seriously impractical. Priority 1 support issues which seriously reduce Indeni's value to the user or impact the user's ability to carry out mission-critical tasks which were possible prior to the issue.

Priority 2

A support issue / ticket which partially affects the usage of the Indeni software and makes the use of the Indeni software seriously inconvenient and substantially reduces its value to the user.

Priority 3

A support issue / ticket which does not have the negative effects of either Priority 1 or Priority 2 and thus makes the continued use of the Indeni software possible.

Software Patches

Software patches are any update to the Indeni software which are not part of the ongoing product release roadmap. These will be provided to customer in certain circumstances to cater for specific issues which negatively affect the ongoing use of the Indeni software as described in this document.

Limitations and Assumptions

Remote Access

In order to provide remote support to its customers, Indeni requires that remote access to the Indeni system will be granted to Indeni's support personnel. This remote access may be provided either via a VPN setup or via RDP control (of one of Indeni's client side stations).

In such cases where this will not be available, limited support may still be offered to Indeni's customers. This will require the Indeni user to create a debug report directly from Indeni's user interface and send it to Indeni's support for further analysis.

Technical Personnel Availability

All support activities require a technical contact person, from the user/customer side. The assigned contact person needs to be present and available on site. The technical contact person should have sufficient knowledge of the network's layout and the relevant permission levels to access every monitored device.

Latest Software

Even though Indeni supports past releases of the Indeni software it is highly recommended to make sure customers are running the latest version of the Indeni software and any other 3rd party software which Indeni either utilizes or integrates with. Each Indeni release has bug fixes and optimizations built into it and this may save time in dealing with support issues.

Best Practice Configurations

Indeni offers best practice configuration both in the Indeni User Guide and in the system user interface itself, these should be followed at all times. Any support activities which are carried out due to misconfiguration of Indeni or wrong network setup, will be deducted from the SLA's described in this document (i.e. the time spent resolving issues which are due to misconfigurations will be reduced from the response times defined in the table above).