Policy

Support SLA for "Miria for Migration" offer sponsored by Microsoft Azure

Policy
Support SLA for "Miria for Migration"
offer sponsored by Microsoft Azure

Validated

Author : Louis-Frederic Laszlo
Privacy Level : Public

Information

Code	POLICY-Support SLA for "Miria for Migration" offer sponsored by Microsoft Azure_EN
Version	1
Date	2/21/2023
Author	Louis-Frederic Laszlo
Approved by	Yassine Houmad, Marc Verheyen
Privacy level	Public
Status	Validated

Versions

Date	Version	Author	Comments
2/21/2023	0.1	LF Laszlo	Document creation
2/22/2023	**1**	Yassine Houmad, Marc Verheyen	Document revised and validated.

Policy   Validated   Author : Louis-Frederic Laszlo
Support SLA for "Miria for Migration"   Privacy Level : Public
offer sponsored by Microsoft Azure

Table of Content

Policy
Support SLA for "Miria for Migration"
offer sponsored by Microsoft Azure

Validated

Author : Louis-Frederic Laszlo
Privacy Level : Public

1 Atempo Support Coverage

Atempo Technical Support offers two levels of support:

Description	Reference Item	Times of Access
Basic Services	EH0	Monday – Friday, 9 am – 6 pm local time
Premium Services	EH2	7/7 - 24/24 - 365/365

Support services are provided directly by Atempo. You can get information on your support provider either by calling Atempo or by reading the present documentation available on https//atempo.com/azure or from Azure Marketplace.

2. Support Services

As soon as a customer is covered by Atempo support as part of the "Miria for Migration offer sponsored by Microsoft Azure", the following services are available:

- Atempo Software updates and maintenance releases
- Access to Atempo Web portal http://support.atempo.com/) for which you have or will receive a login and password
- Access to Atempo product Release Notes
- Access to Atempo product documentation
- Access to product license
- Access to Atempo Support Team

3. How to Contact Atempo Technical Support

3.1. Supported langue for support:

Atempo can handle level 1 support communications in:
- English
- French
- Korean
- Chinese

Policy
Support SLA for "Miria for Migration"
offer sponsored by Microsoft Azure

Validated

Author : Louis-Frederic Laszlo
Privacy Level : Public

3.2. Through Email

End-User Atempo product support: email to support@atempo.com

To process your request smoothly, please respect the following structure:

Email Subject:
If this is a **new ticket**, please reference the product name **"Miria Azure Migration Program"** in the email Subject.
If the case is about an **existing ticket**, please respond to the last e-mail you received from support relating to the ticket.

Email Body:
Please include the company name, contact details, and a detailed description of the problem.
To expedite the process please generate and attach relevant Advanced Environment Report (AER) or event logs as well as any screenshots related to the problem.
Best practice: Detailed information allowing to reproduce the incident allows to shorten the analysis prior to remediation.

3.3. Notifying Atempo technical support by phone

USA: +1 415 915 3234
EMEA: +33 16486 8383
APAC: +33 16486 8383

Please have the following information ready:
Version of the Atempo product
Type of system (Windows, Linux …)
Logs or events relevant to the technical problem
Detailed information allowing to apprehend and reproduce the incident.

Please note that your offer limits your access to support by phone to only 2 calls.

Policy
Support SLA for "Miria for Migration"
offer sponsored by Microsoft Azure

Validated

Author : Louis-Frederic Laszlo
Privacy Level : Public

3.4. Through the web via the web support

Atempo customers with a valid maintenance agreement have access to our password-protected on-line portal.

How to access the Atempo Web Support Portal:

- Go to Atempo support website http://support.atempo.com/
- Fill in:
  - o Your email address
  - o The password related to your account (If you don't know your password, please ask for it).
- Go to the menu New case.

3.5. Technical information required to report a problem

Atempo provides the "Advanced Environment report (AER)" tool designed to help you collect technical information on your Atempo architectures and environment.

For the Support Department to process your incident in a timely manner, we recommend using this tool each time you open a new request.

This tool gathers all required technical data in one file that can then be sent to the email indicated above.

You can run the "Advanced Environment Report" (AER) from your Atempo solution server, or your agents and you may also download a standalone version.

Policy
Support SLA for "Miria for Migration"
offer sponsored by Microsoft Azure

Validated

Author : Louis-Frederic Laszlo
Privacy Level : Public

4. Reminder on SLA:

4.1. Priorities

Priorities are defined jointly between the Licensee and Atempo.
The actions and level of effort are associated to the access time subscribed to. Thus, for instance, what is referenced as a continuous effort in the rest of the text means continuous effort within the access time; in the case of standard services, continuous effort will apply from the 9am – 6pm CET period during working days.

All time periods run from the moment the matter is first reported by phone or email.

4.1.1. Critical:

IMPORTANT: A critical problem should always be submitted to Atempo by phone to ensure the proper remediation response time.

A Critical problem may severely impact the Customer's ability to conduct business. This means that the Customer's systems and/or Atempo product are down or not functioning properly, and no procedural workaround exists.

The Atempo support organization will respond directly to the customer contact within 1 hour following receipt of the call. Atempo and the customer will develop an Action Plan within 4 hours following receipt of the call.
When working a Critical problem, the target is to restore the customer operations within 24 hours. Problem severity will be adjusted to a lower state. Efforts to isolate, diagnose, and deliver a work-around or repair to a Critical problem shall require continuous presence and feedback from the customer. Continuous phone contact and progress updates are part of the action plan. These progress updates should be done according to the Action Plan defined initially until the problem severity is reduced. When the severity level has been changed to Major or Medium, the appropriate SLA should then apply.

POWERFUL DATA PROTECTION AND DATA MANAGEMENT SOLUTIONS - atempo.com
Atempo Headquarters | Immeuble Iliade - 23 Avenue Carnot, 91300 Massy - France | Tel: +33 164 868 300 | info@atempo.com

9

Policy   Validated   Author : Louis-Frederic Laszlo
Support SLA for "Miria for Migration"   Privacy Level : Public
offer sponsored by Microsoft Azure

4.1.2. Major:

A Major problem is a high-impact problem in which the customer operational ability is disrupted but there is capacity to remain productive and maintain necessary business-level operations.
The problem may require a fix to be installed on the customer's system prior to the next planned release of the Product (Private Hot Fix).

Atempo will respond to the customer contact within four (4) hours following receipt of the call/email from the customer during normal business hours or on the next business day.

Efforts to isolate, diagnose, and deliver a work-around or repair to a Major problem shall be during business hours (Monday through Friday, 8am - 5pm). Specific implementation should be agreed between customer and Atempo on a case-by-case basis and documented in an Action Plan within 1 business day following receipt of the call by Atempo. The frequency on which Atempo shall provide status updates shall be mutually agreed. The objective is to have a solution and/or fix to the customer at the soonest.

4.1.3. Medium:

A Medium problem is defined as involving partial loss of non-critical functionality. The problem impairs some operations but does not stop the customer to continue its operations. This may be an issue with limited loss or no loss of functionality or impact to the customer's operations. This includes documentation errors.

Atempo will respond to the customer contact within two (2) business days.
When working a Medium problem, the objective is to get to the customer a fix to the problem in the next release or a statement justifying the behavior.

4.1.4. Low:

Low severity cases will be general usage questions, or request for modifications. There should be no impact on the quality, performance, or functionality of the Product.

Policy
Support SLA for "Miria for Migration"
offer sponsored by Microsoft Azure

Validated

Author : Louis-Frederic Laszlo
Privacy Level : Public

4.2. Atempo Response Time

Severity Level	ATEMPO Response Requirements	Joint Action Plan	Status Updates	Interim Fix Target *	Resolution Target *	Level of Effort
Critical	Within 1 hour	Within 4 hrs	Per Action Plan	Within 24 hours, fix problem or provide workaround. Work to downgrade to severity Major	Within 24 hours, fix problem or provide workaround. Work to downgrade to Severity Major	Continuous effort until Interim Fix
Major	Within 4 hours local time; Otherwise next business day.	Within 12 hours, business days	Per Action Plan	N/A	Provide a solution/fix soonest	As agreed in Action Plan
Medium	Within 8 hours local time M-F (8-5) or otherwise next business day	Within 10 business days	Per Action Plan	N/A	Next release or a statement justifying the behavior.	As agreed in Action Plan
Low/No Impact	Engineering reviews and provides response within 30 days of the escalation			N/A	provide a statement justifying the behavior or change	M-F 8X5

(*) Time frames defined are desired goals based on Atempo best effort and are initiated upon receipt of the escalation by Atempo.

The periods specified in hours and levels of effort are associated to the access times subscribed to, except for the Medium and Low priorities, which in all cases correspond to standard times. All time periods run from the moment the matter is first reported by telephone.