



Mismo Managed Services - Support Matrix

We at Mismo Systems value our customers and their needs. Although we are continuously striving hard to make our product & support better, at times there are some incidents which needs immediate attention. Our in-house support engineers cater to the urgent needs of our customers/partners by providing timely and accurate support, where every call is monitored and evaluated on technical and quality assurance parameters.

1.1 Scope of Management

- A. Business Hours Remote Support
- B. 24x7x365 emergency support
- C. Regular Health and Performance Monitoring
- D. Capacity Planning and Cost optimization
- E. Cloud Change Management
- F. Break-fix Support
- G. Monthly health Reporting

1.2 Technical Support Structure

At Mismo Systems, technical support is available via:

- A. **Support Help Desk:** Where customers/partners can create and keep track of the status of their tickets.
- B. **Escalated Support:** Where customers/partners can send emails regarding the difficulties that they are facing, to our escalation mailbox.
- C. **Mismo Support IVR:** Available over the weekends when our support engineers might not have access to their email/support help desk.

1.3 Support Help Desk

Mismo Systems, in association with Freshdesk have created their own Support Help Desk wherein users can create tickets and browse through the Knowledge Base. The first point of contact for the customer will always be the Support Help Desk.

Once a ticket is generated, we will do internal analysis. After the analysis of the case, this ticket will be assigned internally to one of our support engineers, who will then proceed to help the customer/partner with the troubleshooting.

New customers/partners will have to sign up on the support portal when they access it for the first time, after which they can raise and keep a track on the status of their tickets.

Customers/Partners can easily log the tickets by simply sending the email to support@mimosystems.com

Customers/partners can access the Mismo Systems Support Help Desk via <https://mimosupport.freshdesk.com/>

1.4 Escalated Support

Escalated support is where you can send an email to our escalation mailbox, in case

you feel a delay, whether in assigning of a support engineer or troubleshooting of the issues by assigned engineer to your support ticket. Our support escalation mailbox, escalation@mismo.com is under constant monitoring to make sure any delay reported is handled as quickly as possible.

1.5 Mismo Support IVR:

IVR support is available over the weekends when our support engineers might not have access to their email/support help desk. You can call Mismo Systems on **+91 11 4576 8059** and select Support by **Pressing 2** from list of available options to talk directly to one of our support engineers.

1.6 SLA

Mismo Systems supports a comprehensive metrics-based Service Level Management (SLA) model in-order-to monitor and report project performance. The quality systems at Mismo Systems form the backbone for the metrics collection, measurement, and reporting structures.

We currently have stringent Service Level Agreements (SLA) with large numbers of our customers and have consistently met or exceeded the service level expectations.

1.7 RESPONSE TIME

This is defined as the time taken by Mismo Systems service desk team personnel to respond by responding to the raised ticket by email or giving a return telephone call or by taking remote control of the system. Whenever such contact is made, the call shall proceed to a work in progress state. However, in cases where the user is not reachable the clock shall stop at the time the engineer tries to make contact. In such cases the engineer shall make three attempts (on every 30 min intervals) to close the call. In case the user is not reachable then the call shall be put on hold.

1.8 SLA

Support is available from 10.00 am to 7:00 pm IST, Monday through Friday (excluding Public holidays) using both email and phone. Support will be available on phone for any issues/break fix between 7:00pm to 10:00am, on weekends and public holidays.

Severity Level	Response Time
Very High/P1	1 Hour
High/P2	2 hours
Medium/P3	4 working hours
Low /P4	8 working hours
Change Request /CR	16 working hours

1.9 SLA Definitions

Incident Severity levels will be determined considering the impact and the urgency of the request using table below.

Urgency				Severity Level
Impact				
Extensive/ Widespread	Critical Business Functions cannot be performed	and/or	Large Group (50+ Users)	Very High
Significant/ Large	Critical component down and	and/or	Large Group (10+ Users)	High

	no workaround available			
Moderate/ Limited	Critical Function is Missing but workaround exist	and/or	One or Several Users for Several Tasks	Medium
Minor/ Localized	A minor problem, major function still working	and/or	One User for Specific Task	Low

1.10 Service Level Objectives (Measurement Matrix)

- A. 100% logging of tickets
- B. 100% allocation of calls
- C. Escalation of unresolved calls in 100% of the cases as per agreed escalation matrix

1.11 Escalation Matrix

Support Engineers will resolve all client related issues in agreement with CLIENT In case a satisfactory response is not obtained from either side, issues may be escalated according to a predefined escalation hierarchy defined below.

1.12 Escalation order at Mismo Systems

In case your queries are not being answered to, even after following all the steps to avail the services and the stated amount of time has already passed, following point of contacts should be reached.

Level	Name	Contact Number
Program Manager	Porvinder Singh	+91 70428 58387
Department Head	Vineet Arora	+91 98734 00513

Please note to reach out to these contact points only after you have followed the support structure to ensure that the support is imparted on time.

Skipping the steps of the matrix may result in unfortunate delay of support due to unavailability of some resources at different stages.