



Service and Support Introduction

VADition has an extensive service and support capability globally controlled from the UK where the main TAC is based. The aim of this section is to highlight the methodology employed and the capability of the VADition service and support organization that is available to partners.

VADition’s service strategy aims to provide a quick and effective response in case of any hardware or software malfunctions, as well as the provisioning of professional solutions based on the knowledge of distributed competence centres, globally from our Vendor partners.

Service Summary

VADition Support Services focus on the combination of both prevention and correction in order to ensure the highest levels of operational availability. VADition’s Maintenance Service is categorised into five main services:

- Technical Support
- Network & Security Maintenance
- Software Support
- Hardware Support
- Preventive Maintenance Service

Worldwide Presence

Support for VADition Products is provided in the following locations:

Country	Country	Country	Country
EMEA	EMEA (contd)	Americas	APAC
UK	Russia	USA	Australia
Ireland	Romania	Canada	China
Germany	Slovakia	Mexico	Hong Kong
Netherlands	Luxembourg	Brazil	Singapore
Spain	Hungary	Argentina	India
Portugal	South Africa	Uruguay	Japan
France	Senegal	Chile	Malaysia
Belgium	Egypt	Colombia	New Zealand
Austria	UAE	Venezuela	Philippines
Poland	Saudi Arabia	Paraguay	South Korea
Switzerland	Lebanon	Ecuador	Taiwan
Italy	Qatar	Caribbean	Thailand
Sweden	Jordon	Bolivia	Indonesia
Morocco	Syria		Bangladesh
Czech Republic	Oman		Sri Lanka

End of Service (EoS) and End of Life (EoL) Procedure

VADition will provide one year notice in writing for products that are approaching End of Life (EOL). This information shall also be posted on the VADition technical support web page.

VADition will then continue to support the product(s) for a further one year, after which the support will become minimal.

VADition recommends that to get the best maintenance support, customer maintains an N+2 build, where N represents the version that is operational in customer's live environment and +2 is the current version release of the VADition

Maintenance Options Support Service

VADition offers a choice of different level Maintenance Service solutions. The main objective of Maintenance Service is to manage failures and restore service as soon as possible.

Service Content

Category	Service Item
Technical Support Service	Information Sharing
	Helpdesk
	Telephone Support
	Remote Access
	On-site Support
	Emergency Service (only for critical)
	Service Report
	Maintenance Meeting & Reporting
Software Support	Annual Software Maintenance
Hardware Support	Advanced Replacement
Preventive Maintenance	On-site Preventive Maintenance
	Remote Preventive Maintenance

Service Level Agreements (SLA)

VADition's Service Level Agreement (SLA) can be flexible, offering a range of options that are provided to meet the customer requirements.

The SLA of VADition's service solution is showed in the following form:

SLA (Gold+ level)			
Information Sharing	website, email, post		
Helpdesk	7*24		
	Critical	Major	Minor
Response Time from Notification	< 15min	< 15min	< 15min
Neutralization Time After Arrival	< 4 hours	2 days,85%; 7 days,100%	7 days,85%; 15 days,100%
Final Resolution Time (Non-Bug) from Notification	< 48 hours	7 days,85%; 15 days,100%	20 days,85%; 30 days,100%
Final Resolution Time(Bug) from Notification	< 30 days	45 days,85%; 60 days,100%	90 days,85%; 120 days,100%
Report Time from Neutralisation	< 3 working days	< 1 week	< 2 weeks

Maintenance Meeting & Reporting	As required
Remote Preventive Maintenance	X times per year
On-site Preventive Maintenance	X times per year

Service Item	Available Time	TAT	Notes
Advanced Replacement	(7*24)	48 hours	TAT (Turn Around Time) Starts from the confirmation of the service request from customer and ends with the receipt of the working part by Customer at an agreed reception point.

Help Desk

The *Helpdesk* provides a way to receive consultancy on a maintenance problem, solve network faults and share know-how and experience via telephone, fax or email. Reported problems will be addressed on a priority basis and will be quickly and competently responded to and resolved within the defined Service Level Agreement. VADition will remain in contact until the problem has been fully resolved.

The Helpdesk is intended to:

- establish a permanent link between engineers running the system and VADition TAC organisation;
- set priorities of the problem upon receipt of the problem report;
- provide a consultation service for
 - daily operation and maintenance
 - equipment running prompts
 - equipment functions and configuration
 - networking & appliance characteristics
 - equipment structure, etc
- forward the technical problem to a Technical Service Engineer (TSE) in time;
- act as the Single Point of Contact (SPOC) throughout any communication with VADition.

Telephone Support Service

When a network, Device or Appliance system fault is reported and the helpdesk cannot solve the problem, it is then forwarded to the TAC's Technical Service Engineer (TSE) in order to analyse and neutralise the fault.

The telephone support service is intended to:

- provide advice and assistance in analysing, diagnosing and dealing with a problem;
- assist and instruct in supplying solutions to the problem;
- provide advice on the implementation of corrective measures;

Any technical problems should be escalated to a VADition TSE, providing detailed problem description, service request time, contact persons, contact times, etc.

On Site Support

VADition will determine the appropriate urgency of this request and will then initiate on-site Support service according to the Service Level Agreement.

Product Maintenance and Support

The Maintenance & Support model operated by VADition is depicted in four Levels and is shown in the diagram below to provide clarity on the definition of service Levels 1 to 4.

The overriding principle for VADition's Support & Maintenance business is to have the right skill and the right spare part at the right time, in the right place. This is bound by a process, typically a joint customer and vendor process, and attention to this process is what sets VADition apart from the competition.

VADition offers customers a guaranteed service level.

In short, Product Maintenance and Support is organised into four distinct areas:

- Central Operations (including process management, system development and continuous improvement, performance management sections)
- Field Maintenance
- Spares Management
- 24/7 Support

Escalation

Severity Level	T1	T2	T3
Critical	60 mins	120 mins	4 hours
Major	4 hours	2 working days	As soon as possible
Minor	1 working days	5 working days	Next software release

Escalation of Management issues

VADition also provides a sequence chart to escalate issues in order to resolve the problem more effectively, especially the critical problems.

Elapsed Time	Critical	Major	Minor
1 Hour	Local TAC and Service Delivery Manager	N/A	N/A
4 Hour	Manager	Supervisor	N/A
24 Hour	Director	Manager	Supervisor
48 Hour	MD	Director	Manager