

TYPES OF SERVICES AND SUPPORT BY THE DELL TECHNOLOGIES ENTERPRISE BU OF TD SYNnex



Types of services and support by the Dell Technologies Enterprise BU of TD SYNEX



Within the scope of “**Dell Technologies Enterprise BU Service and Support**”, TD SYNEX supports and advises the customer in identifying and solving software and hardware problems which occur during the usage and application of the contractual software and hardware products. Problem handling can include a possible escalation to the manufacturer.

Our team offers the appropriate service level for every requirement. More than 30 certified backup and storage specialists belong to our team. In 2015, our team processed under its former name “Orchestra” over 8,500 support calls for EMC NetWorker and EMC Data Domain alone. We are Europe’s largest software support partner of Dell with over 4,300 support contracts and excellent customer reviews (average rating 1,07 in 2022).

PREREQUISITES

A particular prerequisite for the performance of service and support by our team is that all auto-support functions (known as Reporter or Autosupport agents) are activated by the customer according to the TD SYNEX guidelines or other instructions.

HOTLINE

The Hotline can be reached via the TD SYNEX Cloud Services

Web: dell.support.de.tdsynnex.com
or by phone: +49 (0)89 4700 3200.

DEFINITION OF URGENCY LEVELS

1. Complete failure of the productive system with an effect on all business processes.
2. Restricted function without a direct effect on business processes.
3. Non-critical fault which does not effect business processes.

In principle, services and support to assist and advise the customer are performed as follows:

Support call acceptance and processing (Service Levels) All levels include:

- Acceptance of Support Calls 24/7
- Hotline Service
- Access to the TD SYNEX Cloud Services
- TD SYNEX Reporter
- Remote support
- Support languages: German and English.
- Taking On and Processing of Support Calls will be carried out for the corresponding Service Levels (as defined below) and Urgency Level in the following time periods and response times.

a) Service Level Basic Pro

- Taking on Support Calls 7*24
- Processing of Support Calls Mon-Fri 8:00am – 5:00pm
- Urgency Level/Response Time (within Mon-Fri 8:00am – 5:00pm): 1/120min, 2/240min, 3/NBD (NBD: „Next Business Day“ = Mon-Fri).

Types of services and support by the Dell Technologies Enterprise BU of TD SYNEX



b) Service Level Advanced Pro

- Taking on Support Calls 7*24
- Processing of Support Calls Mon-Fri 6:00am – 8:00pm
- Urgency Level/Response Time (within Mon-Fri 6:00am – 8:00pm): 1/60min, 2/90min, 3/120min
- The hardware replacement service includes the provision of spare parts (only for EMC Data Domain systems). Service for other systems is performed directly by the appropriate manufacturer. The replacement goal for spare parts is Next Business Day. It is the responsibility of the customer to replace CRUs (Customer Replaceable Units, parts which can be replaced by the customer). The Dell Technologies Enterprise BU will provide a list of the CRUs upon request

c) Service Level Premium Pro

- Taking on Support Calls 7*24
- Processing of Support Calls 7*24
- Urgency Level/Response Time 7*24: 1/Live Transfer (usually direct transfer to a system specialist, first reaction within 20min), 2/60min, 3/90min

- Hardware exchange service for calls with severity level 1 will take place within 4 hours. Hardware exchange service for calls with severity level 2/3 will take place on next business day (only for EMC Data Domain Systems). Exchange of Hardware for any other system shall be arranged by customer directly with the corresponding supplier.

REPORTER AND TD SYNEX CLOUD SERVICES

Our team offers a monitoring and reporting service consisting of a web portal with high availability, secure infrastructure and software agents. The software agents are installed in the customer environment and regularly transfer encrypted meta data about the system status to TD SYNEX. After analysis, the results are displayed in graphical form and can be downloaded via the TD SYNEX Cloud Services. Defined contact persons can be informed depending on the incident. An optimized view makes the reports easily accessible on smartphones on the go. Customers can easily make support calls in the web portal and access the current status.

SUPPORT CALL - PROCESS

1. The end customer initiates a call via the TD SYNEX Cloud Services dell.support.de.tdsynnex.com or by phone +49 (0)89 4700 3200 with a mention/selection of the CN in question (Contract Number).
2. The hotline is manned 24/7.
3. After the call is initiated, the end customer receives a confirmation by e-mail that a call was initiated, including the ticket number which will serve as a reference for the following communication.
4. Then call processing will occur based on the contractually agreed-upon reaction time. With service level Premium Pro and a simultaneous urgency level 1, right when the call is initiated, if possible, a connection is made to a support employee immediately. Otherwise, a reaction occurs within 20 minutes.
5. Communication is by e-mail or (if necessary) by phone using the ticket number. All e-mail communication is saved in the TD SYNEX Cloud Services under the accompanying ticket number.

Types of services and support by the Dell Technologies Enterprise BU of TD SYNEX



6. In order for TD SYNEX to be able to quickly track the fault, if necessary our specialists will connect to the customer system via remote service software. The sharing of information is greatly simplified by TD SYNEX Reporter so that it is generally no longer necessary to request additional information on the customer environment.
7. If replacement hardware is required to solve a problem, TD SYNEX will arrange for the hardware replacement service. The hardware replacement service includes the provision of spare parts (only for Data Domain systems). Service for other systems is performed directly by the appropriate manufacturer. The replacement goal for spare parts extends from 4 hours (urgency level 1 for Premium Pro) to Next Business Day for Advanced Pro. It is the responsibility of the customer to replace CRUs (Customer Replaceable Units, parts which can be replaced by the customer). The Dell Technologies Enterprise BU will provide a list of the CRUs upon request. A technician installs all parts on site which cannot be replaced by the customer.
8. In principle, the software for the 1st and 2nd level support is carried out by TD SYNEX; 3rd level support is performed by the respective manufacturer. In this case, there will be transparent call routing from the Dell Technologies Enterprise BU to the manufacturer; however, TD SYNEX will remain the call owner until the problem is resolved and the single point of contact for the end customer.
9. If the problem is solved, the support call is closed by the Dell Technologies Enterprise BU and the end customer is informed.

CONTACT:

Have questions about our service levels and modules? Call or send an email. Our staff looks forward to get in contact with you.

TD SYNEX Germany GmbH & Co. OHG
Kistlerhofstraße 75, 81379 München

+49 (0)89 4700 3223
dell.isg.de@tdsynnex.com

TD SYNEX CLOUD SERVICES AND REPORTER

Our TD SYNEX Cloud Services Hotline is happy to assist, call +49 (0)89 4700 3200 or send your request in our web portal.

DO YOU KNOW THE TD SYNEX REPORTER?

The comprehensive monitoring and reporting service is available for: Networker, PowerProtect DD, Avamar, Unity. Other software agents are to follow. Contact us