

PROACTIVE SERVICE LEVELS AND MODULES

DELL EMC BUSINESS UNIT

TD SYNnex SERVICE FOR HARDWARE AND SOFTWARE





Service Overview

SERVICE LEVELS

PREMIUM PRO

Call handling around the clock 24/7, including Live Transfer to a support specialist in case of problems critical for your business

Severity/response time

- 1 – Live-Transfer
- 2 – 60 min.
- 3 – 90 min.

Hardware exchange service: NBD

ADVANCED PRO

Call handling 14/5, Mon-Fri 6:00 a.m. - 8:00 p.m.

Severity/response time

- 1 – 60 min.
- 2 – 90 min.
- 3 – 120 min.

Hardware exchange service: NBD

BASIC PRO

Call handling 9/5, Mon-Fri 8:00 a.m. - 5:00 p.m.

Severity/response time

- 1 – 120 min.
- 2 – 240 min.
- 3 – NBD

Requirements

ALL LEVELS INCLUDE:

- Call registration 24/7
- TD SYNnex Hotline Service
- Access to the TD SYNnex Cloud Services
- TD SYNnex Reporter
- Remote Support
- Support languages: German and English

OPTIONAL

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PROACTIVE SERVICE MODULES:

Active Customer Care

Dedicated supervision via Technical Account Manager and assigned system engineer

Incident Service

Ticket based support for your managed service

Remote Managed Service

Monitoring and administration of the backup infrastructure by TD SYNnex

Managed Support

TD SYNnex single point of contact (SPOC) for systems with manufacturer support



Service Levels for each requirement

Business processes are increasingly dependent on IT services, meaning companies must deal with the question of what an interruption in IT means for business operations. TD SYNnex offers an appropriate service level for each requirement. Several factors are important for quick troubleshooting: expertise and experience in the field of support, response times and processing times and exchange of information.

Before our integration into the TD SYNnex group as TD SYNnex Dell EMC Business Unit on July 4, 2016, we have focussed exclusively on the storage market, covering the whole range from backup to high availability and archiving. Following the motto „do what you know best“, customers benefit from high quality services, many years of experience and profound knowledge due to our specialization. More than 30 certified backup and storage specialists number among the Dell EMC Business Unit team members.

PREMIUM PRO

Contract customers with the Premium Pro service level can make support calls at any time. For this purpose, the TD SYNnex Cloud Services and the TD SYNnex Support Hotline are available round the clock. Handling of support calls is round the clock as well, 24 hours a day, 7 days a week, which enormously reduces the interruption of the affected system. For the Premium Pro service level, calls with the highest priority level (business processes are affected) are immediately forwarded to a specialist. This live transfer will eliminate waiting times and operating can be restored rapidly. TD SYNnex experts will access the customer environment via remote software so that TD SYNnex can quickly reproduce the defect. TD SYNnex Reporter significantly facilitates exchange of information so that normally it is not necessary to ask for additional information about the customer environment. Hardware exchange service comprises the provision of spare parts. Target of provision of spare parts is next business day.

	PREMIUM PRO	ADVANCED PRO	BASIC PRO
Dell EMC NetWorker	X	X	X
Dell EMC Data Domain	X	X	
Dell EMC Data Protection Suite	X	X	X
Dell EMC Data Protection Suite for VMware	X	X	X
Dell EMC PowerProtect	X	X	

Supported Products, more upon request



Service Levels for each requirement

ADVANCED PRO

Contract customers with the Advanced Pro service level can make support calls at any time. For this purpose, the TD SYNnex Cloud Services and the TD SYNnex Support Hotline are available round the clock. Handling of support calls is Monday to Friday from 6:00 a.m. to 8:00 p.m. Response time for calls with the highest priority level is 60 minutes. TD SYNnex experts will access the customer environment via remote software so that TD SYNnex can quickly reproduce the defect. TD SYNnex Reporter significantly facilitates exchange of information so that normally it is not necessary to ask for additional information about the customer environment. Hardware exchange service comprises the provision of spare parts. Target of provision of spare parts is next business day. The customer is responsible for the installation of the CRUs (Customer Replaceable Units). Upon request TD SYNnex will provide a list of CRUs.

BASIC PRO

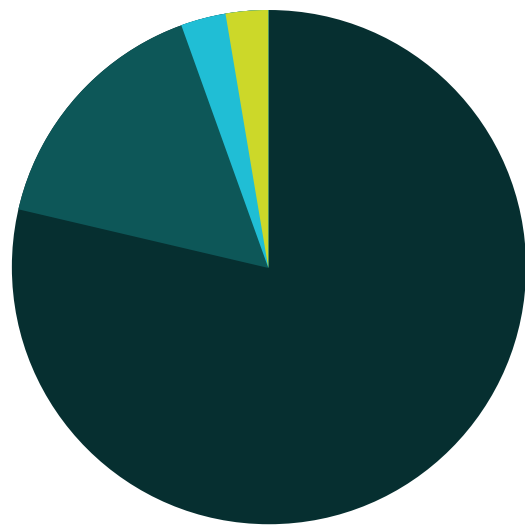
Contract customers with the Basic Pro service level can make support calls at any time. For this purpose, the TD SYNnex Cloud Services and the TD SYNnex Support Hotline are available round the clock. Handling of support calls is Monday to Friday from 8:00 a.m. to 5:00 p.m. Response time for calls with the highest priority level is 120 minutes. TD SYNnex experts will access the customer environment via remote software so that TD SYNnex can quickly reproduce the defect. TD SYNnex Reporter significantly facilitates exchange of information so that normally it is not necessary to ask for additional information about the customer environment.

REPORTER AND TD SYNnex CLOUD SERVICES

TD SYNnex 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 SYNnex. After analysis, the results are displayed in graphical form and can be downloaded via the TD SYNnex 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 conveniently make support calls in the web portal and access the current status.

SUPPORT SATISFACTION

Chart is based on 6,000 customer ratings



- Sehr gut
- Befriedigend
- Gut
- Ausreichend



Proactive Services

ACTIVE CUSTOMER CARE

Contract customers with the Active Customer Care service level are dedicatedly supported by a Technical Account Manager and an assigned system engineer. The Technical Account Manager is contact person for all support topics and coordinates support activities and escalations. The information flow between TD SYNnex support and the customer's technical contact person is optimized by the personal support.

INCIDENT SERVICE

With the TD SYNnex Incident Service, we have introduced a service especially to our partners with their own managed service. The partners remain the single point of contact (SPOC). After receiving a ticket for previously defined products we will solve the incidents at the end customer independently.

REMOTE MANAGED SERVICE

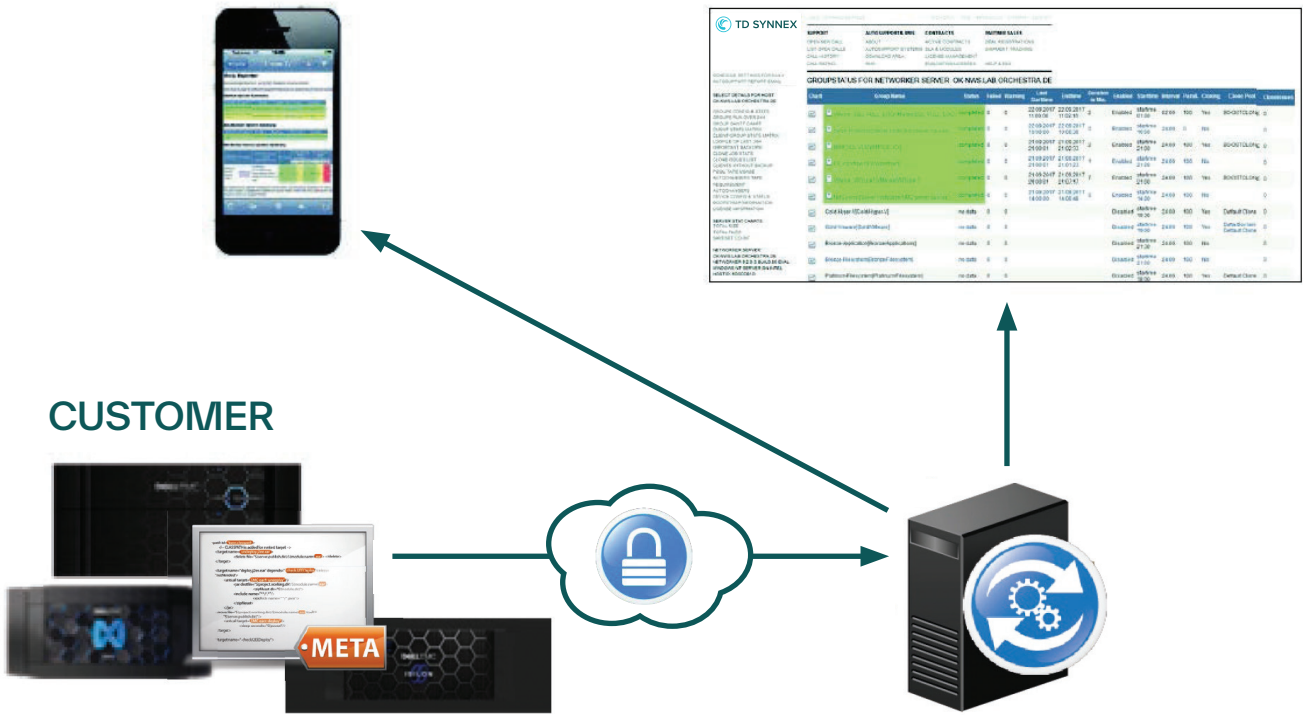
Using its Remote Managed Service, TD SYNnex takes over the supervision of the backup process and, if applicable, the entire management. The following elements are included: configuration and performance of backups, monitoring of the backup solution, control of backup, troubleshooting and reporting. The customer's IT personnel can focus on business related tasks and the administration effort will be greatly reduced. Vacations and illnesses are therefore covered as well. This service contributes to an increase of quality and safety.

MANAGED SUPPORT

With TD SYNnex's own Managed Support service module, TD SYNnex is extending its manufacturer support with a single point of contact (SPOC). With Managed Support, customers can open their support calls with TD SYNnex, despite manufacturer support. TD SYNnex takes over the complete call handling and communication with the manufacturer. TD SYNnex also initiates this in the event of hardware failure and coordinates the hardware exchange process. With Managed Support, TD SYNnex is the primary support point for all the Dell EMC Data Domain systems of a customer, regardless of the location.



Proactive Services



GROUPNAME	GROUPID	GROUPTYPE	GROUPDESCRIPTION	GROUPSTATUS	GROUPLASTUPDATE	GROUPLASTCHECK	GROUPLASTRETRY	GROUPLASTRETRYCOUNT	GROUPLASTRETRYWAIT	GROUPLASTRETRYWAITTIME	GROUPLASTRETRYWAITREASON	GROUPLASTRETRYWAITREASONTEXT	GROUPLASTRETRYWAITREASONCODE	GROUPLASTRETRYWAITREASONTEXTCODE	GROUPLASTRETRYWAITREASONTEXTCODETEXT	GROUPLASTRETRYWAITREASONTEXTCODETEXTCODE	GROUPLASTRETRYWAITREASONTEXTCODETEXTCODETEXT	GROUPLASTRETRYWAITREASONTEXTCODETEXTCODETEXTCODE	GROUPLASTRETRYWAITREASONTEXTCODETEXTCODETEXTCODETEXT
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CONTACT:

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

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TD SYNnex CLOUD SERVICES AND REPORTER

Our TD SYNnex 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 SYNnex REPORTER?

The comprehensive monitoring and reporting service is available for: Dell EMC NetWorker, Data Domain, Avamar, Isilon, Unity und Unity XT. Other software agents are to follow. Contact us!