



Playbook



**Cloud Support Services (CSS) for Microsoft
By Tech Data**

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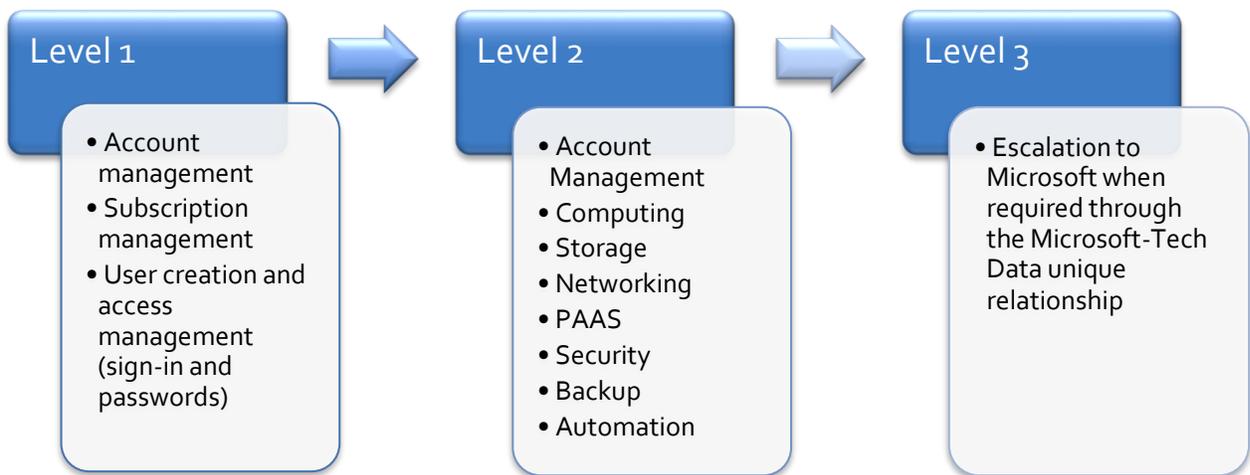
CSS for Microsoft CSP

1. CSP Support Overview

As a reseller you are responsible for ensuring that your customers are provided with adequate customer support for pre/sales, sales, billing and provisioning, as required by the customers. For support related to Microsoft CSP products, Tech Data shall provide you with Level 1, 2 and 3 to Microsoft support team. (see Anexo 1 [here](#) for Support Levels definition)

Examples of support services include, but are not limited to: account set-up and sign up, break/fix, configuration issues, troubleshooting, "how to" articles and FAQs, service and software updates, software configuration, performance issues, client connectivity and client desktop.

2. CSP Cloud Support Services (CSS) Scope



Find on ANEXO 2 and 3 [here](#) an overview of the type of queries Tech Data Cloud Support Services CSP can support you with.

3. Languages and Availability

➤ **Supported Languages per access method and working hours**

i. **Phone:**

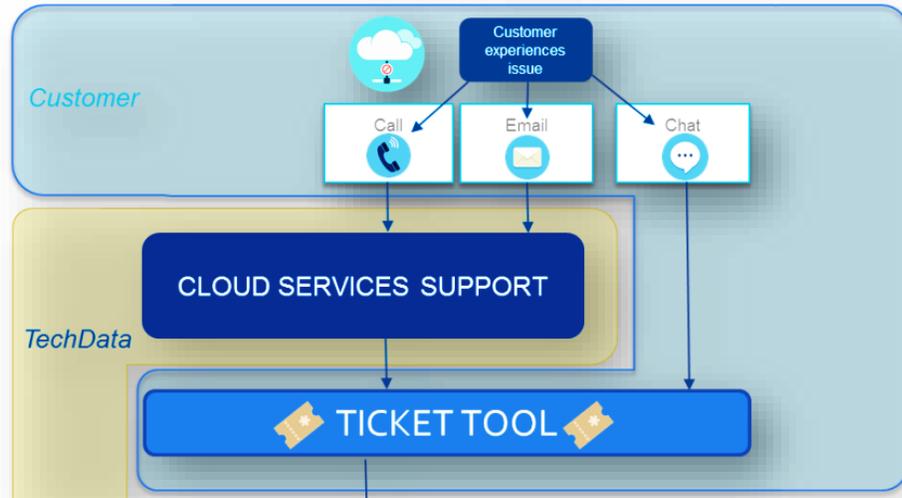
- English 24/7
- Spanish, French, German on Business Hours* only

ii. **Email and Live Chat:**

- All European languages 24/7

* Business Hours are Mon-Fri, from 9am to 6pm CET (holidays excluded)

4. Access to CSP Cloud Support Services (CSS)



If you need support for Microsoft CSP products, you have several options at your disposal for contacting Tech Data:

- **Send an Email:** If you have an issue or query related to CSP, you can contact the Tech Data Cloud Support Services helpdesk by email. They will be helping you with your questions and/or requests and escalate the issue to the technical team when required.

CSS Email

NOTE: The mailbox is monitored 24/7 and you will receive the Ticket Creation Automated Email as soon as an agent has logged the ticket with the incident/request you submitted. On the Ticket Creation Automated Email you will find the unique TECH DATA TICKET ID as a reference of your request and the details of the issue as you reported it.

- **Make a call:** Call the Tech Data Cloud Support Services helpdesk and a skilled agent will answer 24/7, within the agreed SLA (see [here](#)). Your local telephone number for support can be found on your local StreamOne platform.
- **Open an Incident Request (IR):** If you have any query or issue related to CSP, you can open a ticket on the CSP dedicated ticketing tool. The tool requires credential that will be provided during the CSS onboarding process. As soon as you submit the ticket, you will receive an automated email containing the unique TECH DATA TICKET ID and other ticket's details.

CSS Ticketing Tool

- **Live Chat with an agent:** When you have a query/issue related to CSP products, you can start a Live conversation with one of the Tech Data Helpdesk agent who will open a ticket for you and solve when possible your request/incident. A Tech Data Helpdesk agent will answer you 24/7 within the agreed SLA (see [here](#))

CSS Live Chat

5. Service Delivery Management



1. Incident Request (IR) Classification

Every IR received is registered on our ticketing tool (when submitted by phone or email) and a request type and priority assigned.

2. Investigation & Routing

The IR is analysed and assigned to the appropriate engineer for the resolution.

3. IR Management

The assigned engineer works on the case and contacts the IR requestor when necessary.

4. Resolution or Escalation

IR resolution is communicated to the requestor or the requestor is informed that the IR has been classified as Level 3 and needs to be escalated to the vendor's technical team

5. Follow up and Closure

The Level 3 IR is monitored by the Tech Data engineer who will work together with the Microsoft engineer through the IR resolution. The IR resolution is validated with the requestor and the case closed upon confirmation.

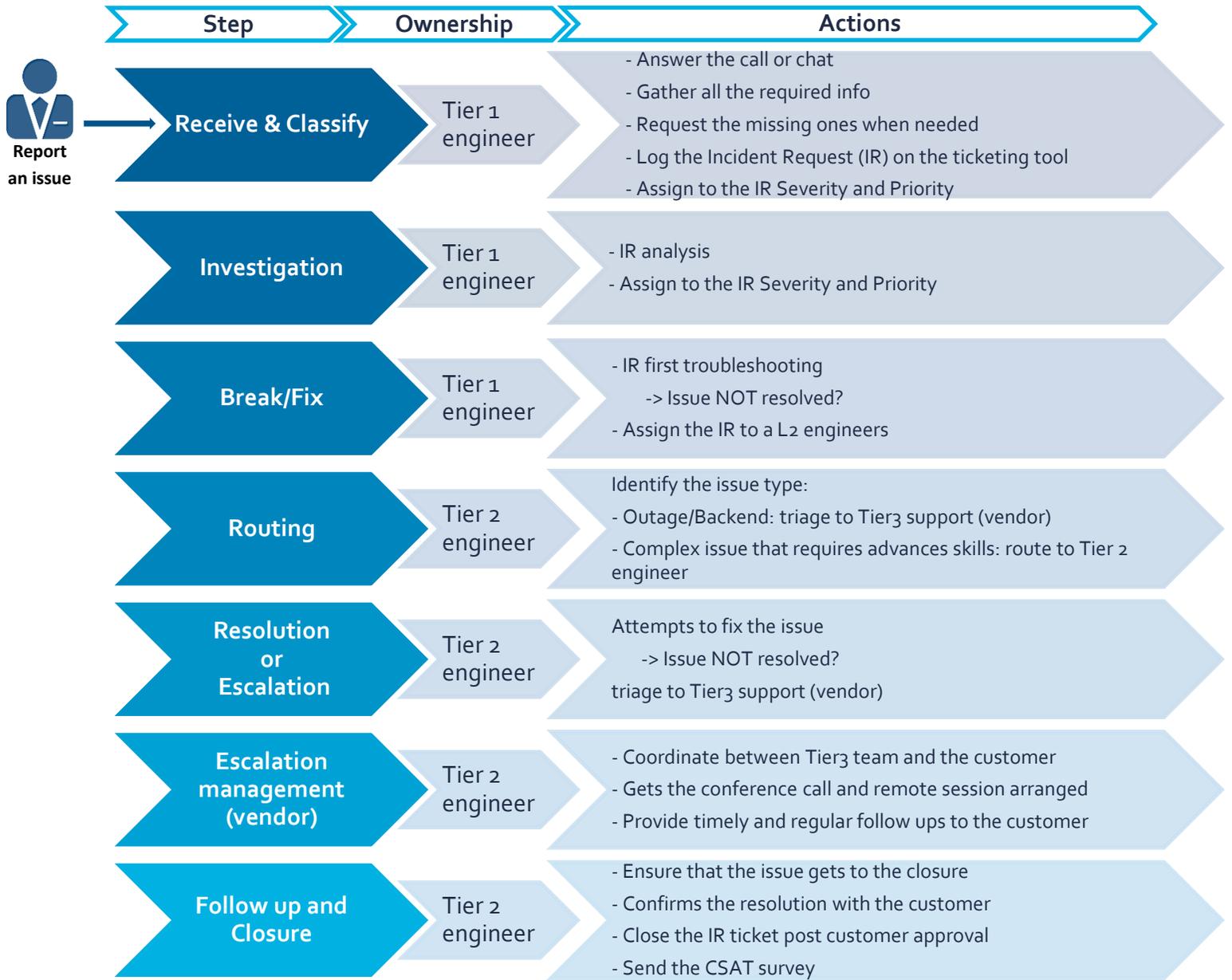
NOTE: Tech Data is one of the world's largest wholesale distributors of technology products, services and solutions. Our scale, experience and vendor relationships allow us to offer you the best Level 3 support. For this purpose, Tech Data has signed a Microsoft-Tech Data unique agreement which allows Tech Data helpdesk representatives to co-work and receive assistance from Microsoft dedicated engineers. This means Tech Data can contact Microsoft as needed to efficiently resolve Cloud Services break-fix support incidents having a direct line with them and immediate "high priority" will be assigned for cases opened by Tech Data.

Microsoft-Tech Data relationship benefits:

- Less than 1 hour response times and escalation management for Severity A issues
- Direct access to a team of Services Account Managers who provide proactive guidance and support assistance for the most critical cases
- Proactive communications about outages, releases and programs
- Architecture guidance for deployment, migration and Cloud API implementations
- Proactive guidance and training so Tech Data support is ready for what's next
- Fast-response problem resolution
- High priority for cases opened by Tech Data
- 24/7 support coverage
- Pre-sales assistance available on demand
- On demand consulting
- Tickets routed to different skilled engineers according to issue type and languages
- Dedicated Services Account Manager (SAM) as direct main point of contact with Microsoft.

NOTE: Tech Data is legally committed with Microsoft (CSP contract) to provide L1 and L2 support. Therefore, only L3 incidents will be escalated to Microsoft. (see ANEXO1 [here](#) for Levels definition)

Incident Request (IR) Lifecycle



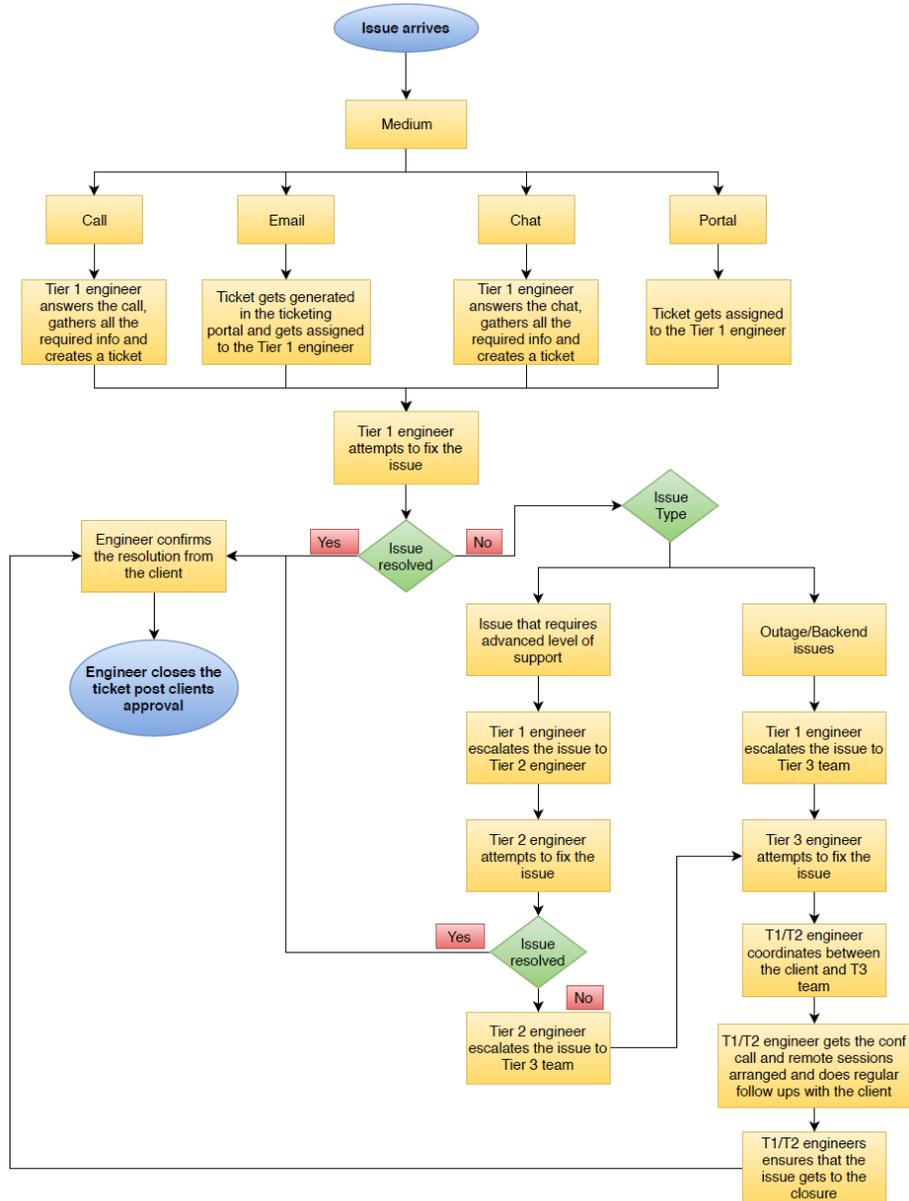
Ticket workflow

Once a ticket has been submitted, an engineer is assigned to work on the case and an email notification is sent to you informing you that we have received your Incident Request (IR).

You will get updates as the case progresses with relevant information on timely manner.

Once the case has been resolved, it is archived, and will always be available through your personal account, within the ITSM tool, for further reference.

Incident Life Cycle



IR Status:

Whenever your Incident Request is updated you will receive an email with the changes on its status. You can follow up these changes as well through the Ticketing Tool

New: the IR has been opened and is on the Incident Queue

Pending: the Incident Request has been assigned to an engineer and the analysis is in progress. The customer has been contacted and the engineer(s) is already working on the issue resolution.

Resolved: the Incident has been resolved and the confirmation request sent to the customer together with the Satisfaction Survey.

6. Cloud Support Services Portfolio

CSS Professional Plan will be charged monthly. The CSS cost will be calculated using a tiered pricing model, with the total CSP consumption of the current month used as the basis for the calculation. **CSS Add-Ons** are available to customise your CSS Professional Plan and tailor the support to your needs. If you don't have the CSS Professional Plan activated and you need support, you can activate the **CSS Pay-per-Ticket Programme** which allows you to access support without commitment; Tech Data will invoice you at the end of the month for the tickets opened on the current period.¹ For more information and fees contact your local sales representative.

Core Features

-  Level 1, 2 and L3 (Escalation Management)
-  Service available 24 / 7 / 365
-  Unlimited amount of tickets
-  Accessible by Email, Phone, Live Chat and Web
-  Multi-language (not Native)
-  SLA 1, 2 and 4 hours
-  End User direct access

Add-Ons

-  Tailored SLA
-  White-label
-  Dedicated engineer
-  GEO located
-  Proof of Concept
-  Report & Analysis (tailored)
-  Native Language
-  Cost Analysis & Optimisation
-  Cloud Consult (Limited inventory)

¹ See ANEXO 4 [HERE](#) for CSS Plan details

7. Service Level Agreement (SLA)

➤ Service Agreement.

This Service Level Agreement (“SLA”) applies to CSP products for technical support. The purpose of this SLA is to ensure that the proper elements and commitments are in place to provide consistent service support and delivery to you and your customer(s).

Tech Data will provide support as follows: support email is monitored twenty-four (24) hours per day, telephone calls and chat will also be attended 24/7. You or your representative must be available, if required, when Tech Data investigates and/or attempts to resolve your Incident Request (IR) and must provide all the information and data necessary to manage the IR you submitted.

Call SLA

- Abandoned call rate: <= 10 %
- Calls answer rate: >= 90 %
- Average speed to Answer: 60 % of calls within 60 seconds

Email SLA

- Email Response Time: >= 90% to be responded to within 1 hour

Ticket Generation SLA

- From Phone: immediately
- From Email <= 30 minutes
- From Live Chat immediately

➤ Initial Response Time SLA and Priority

When you submit an IR, Tech Data will forward your request to the appropriate team, and a priority level will be assigned to your request.

In support of services outlined in this SLA, Tech Data will respond to service related incidents and/or requests that you submit within the following time frames:

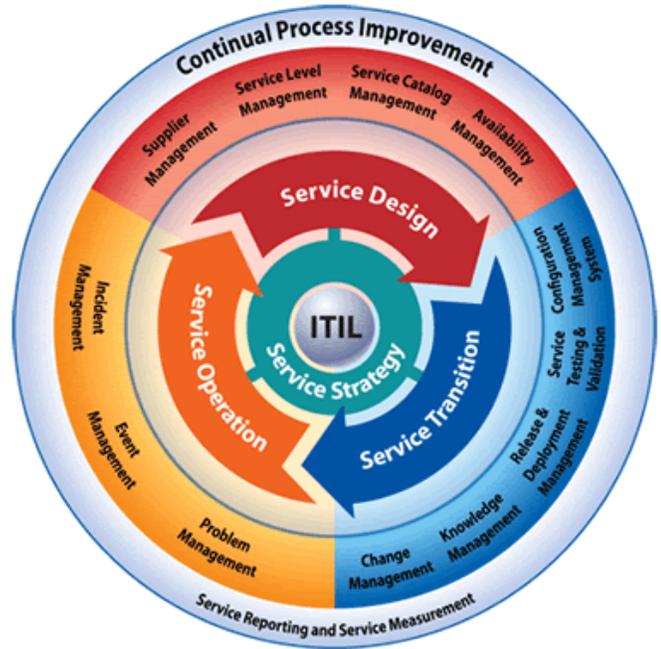
Priority	Description	Initial Response Time (IRT)	Ongoing Communication Goal
A - Critical	Critical business impact: one or more services aren't accessible or unusable, significant loss or degradation of services (application down)	1 Hour	Upon updates
B - Urgent	Moderate business impact: Service is usable but in an impaired fashion, moderate loss or degradation of services but work can reasonably continue in an impaired manner	2 Hours	Upon updates
C - Important	Minimum business impact: Issue important, but no significant service impact, substantially functioning with minor or no impediments of services	4 Hours	Upon updates

NOTE: Tech Data does **not commit or guarantee any Resolution Time (RT)**, with no exceptions. Resolution times are set with the customer based on the issue reported and system complexity. Resolution timelines cannot be guaranteed as each issue and system architecture may be different based on customer needs, industry and product usage.

8. IT Infrastructure Library (ITIL)

Tech Data’s support offering makes use of ITIL processes. ITIL advocates that IT services are aligned to the needs of the business and support its core processes. It provides guidance on how to use IT as a tool to facilitate business change, transformation and growth.

- **ITIL Processes:** ITIL advocates that IT services are aligned to the needs of the business and support its core processes. It provides guidance to organisations and individuals on how to use IT as a tool to facilitate business change, transformation and growth.
- **ITIL Service Strategy** involves examining the current market needs and existing offerings and creating a plan for services to meet needs.
- **ITIL Service Design** focuses on designing service offerings to meet both business and customer needs.
- **ITIL Service Transition** involves service implementation, as well as managing services through transitions or discontinuation.
- **ITIL Service Operation** involves managing the smooth delivery of IT services with the ultimate goal of delivering value to the business. Service Operation must be aware of the changing needs within business based on advancing technology, such as cloud computing and cloud security needs.



9. Tech Data’s capabilities (CSP)

Tech Data believes that knowledge is power, this is why we are constantly focused on keeping our employees trained and educating our engineers. Our continuous commitment to increasing the capabilities of our workforce, is part of a continuous improvement plan that aims to deliver the best service to every customer.

Some of the Microsoft certifications achieved throughout our organisation are:

- Concepts of Windows Server, Active Directory & Network Infrastructure
- Microsoft® Certified Solutions Associate (MCSA): Windows Server & Active Directory
- Developing Azure Solutions (70-532)
- Implementing Azure Solutions (70-533)
- Architecting Azure Solutions (70-535)
- Architecting Azure Solutions (70-534)
- Designing and Implementing Big Data Analytics Solutions (70-475)
- Microsoft® Certified Solutions Expert (MCSE): Cloud Platform and Infrastructure
- Microsoft® Certified Solutions Associate (MCSA): Cloud Platform
- Managing O365 Identities (70-346)
- Enabling O365 Services (70-347)
- Microsoft® Certified Solutions Associate (MCSA): Office 365

ANEXO 1 - Support Levels Definition

IT Support Level	Function	Definition	Support methodology
Level 0	Self-help and user-retrieved information	<p>Automated or self-service solutions that users can access themselves without the aid of the Help Desk.</p> <p>These include automated password resets, Web sites for requesting upper support, and knowledge base lookup.</p> <p>Level 0 support is performed without the aid of a Help Desk technician.</p>	<p>Users retrieve support information from Web, pages or apps, including FAQs, detailed product and technical information, blog posts, manuals, and search functions.</p> <p>Users also use apps to access service catalogues where they can request and receive services without involving the IT staff. (Not available: App release TBD)</p> <p>Email, Web forms, phone and chat I contact methods are used to send questions and requests to upper support Levels or company personnel. Customer forums allow users to crowd-source solutions, without input from company personnel.</p>
Level 1	Basic Help Desk resolution and service desk delivery	<p>Filters helpdesk calls and provides basic support and troubleshooting, such as password resets, configurations, break/fix instructions. Account and subscription management, access management, purchase/pricing, usage/billing, invoicing enablement. Basic installation, setup, and general technical usage, ticket routing and escalation to Level 2 and Level 3 support.</p> <p>A Level 1 tech gathers and analyses information about the user's issue and determines the best way to resolve their problem. Level 1 may also provide support for identified Level 2 and Level 3 issues where configuration solutions have already been documented.</p> <p>This is basic/initial level of support where support engineer logs, categorises, prioritises, tracks incidents or alarms reported by user or monitoring tools.</p>	<p>Support for basic customer issues such as solving usage issues and fulfilling service desk requests that need IT involvement.</p> <p>If no solution is available, Level 1 personnel escalate incidents to a higher Level.</p>
Level 2	In-depth technical support	<p>Troubleshooting, configuration, database administration, and repair for server, network, infrastructure, data centre, email, file shares, and other infrastructure issues. Besides always having the ability to deploy solutions to new problems, a Level 2 tech usually has the most expertise in a company and is the go-to person for solving difficult issues. The engineer manages and acts on incidents raised by the L1 Team and follows the workflow to resolve incidents as per SOP within timeline agreed and documented SLA (Service Level Agreement). And if required escalates the incident as per the Escalation Matrix.</p>	<p>Experienced and knowledgeable technicians assess issues and provide solutions for problems that cannot be handed by Level 1.</p> <p>If no solution is available, Level 2 support escalates the incident to Level 3.</p>
Level 3	Expert product and service support	<p>Engineers are technical experts and resolve issues that are typically difficult and escalated. L3 engineers participate in management, prioritisation and product enhancements.</p>	<p>Access to the highest technical resources available for problem resolution or new feature creation.</p> <p>Level 3 technicians attempt to duplicate problems and define root causes, using product designs, code, or specifications.</p> <p>Once a cause is identified, the company decides whether or not to create a new fix, depending on what caused the problem. New fixes are documented for use by Level 1 and Level 2 personnel.</p>

ANEXO 2 – Azure Support Type of Queries

Azure Support Scope Details			
General	Inclusions	Advanced Troubleshooting with PowerShell	Inclusions
Creating Windows Virtual Machines	√	Azure support for PowerShell in ASM mode	√
Creating Linux Virtual Machines using Azure CLI	√	Azure support for PowerShell in ARM mode	√
Implementing Azure resource manager	√	Troubleshooting Automation related issues in Azure	√
Connection to Azure Subscription using Azure CLI	√	Troubleshooting SQL Backups using PowerShell	√
Managing account information & publishing settings	√	Active Directory & Authentication	
Troubleshooting Azure cloud services	√	Installation and configuration of Active Directory in Azure	√
Troubleshooting Azure storage	√	Managing Active Directory in Hybrid Environment	√
Attaching & Mounting Disks on Windows & Linux VM's	√	Troubleshooting Azure AD Sync	√
Deploying multiple Virtual Machines using Resource Group Templates	√	Troubleshooting Azure MFA (Multi Factor Authentication)	√
Troubleshooting remote access related issues	√	Troubleshooting SSO related issues	√
Network		Escalation Support	
Troubleshooting Azure Virtual network(VNET)	√	Microsoft Tier III Escalation	√
Troubleshooting Network Load Balancing	√	Azure Core Quota Increase Requests	√
Configuring ACL's as per requirements	√	Out Of Scope	
Troubleshooting VPN's within Azure	√	Issues related to On-Premise servers and network	×
Troubleshooting Azure Point To Site Connectivity	√	Any Hardware related issues	×
Troubleshooting Azure Site to Site Connectivity	√	Any Onsite support	×
Troubleshooting Azure Express Routes	√	Third Party application support	×
Web & Mobile Services		Support related to Third party MFA(Multi Factor Authentication) Services	×
Troubleshooting Azure Service Bus(PaaS)	√	Issues related to VPN connectivity on the LAN side/Layer 3 devices	×
Troubleshooting Azure SQL Database (PaaS)	√	Any type of Migration related support	×
Troubleshooting Azure Web application connectivity related issues	√	Any OS upgrade on existing machines	×
Enabling IIS over Azure	√	Windows OS support	×
Troubleshooting Azure Mobile services	√		
Backup & Recovery			
Capturing Virtual Machine backup Images	√		
Troubleshooting backup and recovery issues	√		
Troubleshooting Backup related issues	√		
Recovering virtual machines from previous backups within Azure	√		
Using PowerShell to backup SQL databases	√		
Troubleshooting Azure Site recovery (ASR)	√		

ANEXO 3 – Office365 Support Type of Queries – Part1

Office365 Support Scope Details			
General Tasks	Inclusions	MS Dynamics 365 & CRM Online	Inclusions
Create and manage user accounts.	Tier 1	Basic installation, setup, and general technical usage	Tier 1
Assign and manage licenses	Tier 1	User creation & Deletion for CRM Online	Tier 1
Address User password reset/ change requests	Tier 1	Granting access rights	Tier 1
Setup and manage user roles.	Tier 1	Managing user roles & scopes	Tier 1
basic installation, setup, and general technical usage	Tier 1	Importing data into MS CRM online	Tier 2
Generation of available reports on Office365 portal	Tier 1	Customizing MS CRM online	Tier 2
Exchange Online			
Basic installation, setup, and general technical usage	Tier 1	Managing licenses assignment	Tier 1
Create and Manage Distribution Lists and Contacts.	Tier 1	Managing user account synchronization	Tier 1
Create and Manage Resource Mailboxes.	Tier 1	Managing Storage for MS CRM online	Tier 1
Configure outlook with Exchange online.	Tier 1	Managing instances in MS CRM Online	Tier 2
Guide users in configuring supported Mobile Devices with ActiveSync.	Tier 1	Managing Tenanats within MS CRM	Tier 2
Manage Email Flow and transport settings.	Tier 2	Editing Properties of a CRM instance	Tier 2
Manage SPAM and Quarantine settings.	Tier 2	Install MS CRM to use with Outlook	Tier 1
Manage email Archival Rules	Tier 2	Exchange Online Advanced Threat Protection	
Manage Critical mailbox's legal hold	Tier 2	Basic installation, setup, and general technical usage	Tier 1
Recipient configuration (mailbox permissions, configuring mail forwarding, configuring shared mailbox	Tier 2	Managing Spam settings for individuals & domain	Tier 2
Autodiscover configuration	Tier 2	Managing spam policies	Tier 2
Managing DNS records (MX, CN etc)	Tier 2	Allowing & Blocking email domain	Tier 2
Switching mail flow between diffrent domains	Tier 2	Managing malware policies	Tier 2
Exchange Online support thorough PowerShell commands	Tier 2	Managing Quaratine policies	Tier 2
Skype For Bussiness			
Basic installation, setup, and general technical usage	Tier 1	Setting up Whitelisting, Blacklisting of domains	Tier 2
Azure AD			
Installation and creating contacts	Tier 1	Basic installation, setup, and general technical usage	Tier 1
Address conferencing related issues - Web, Audio and Video.	Tier 2	Managing Domains	Tier 2
Configure outlook with SKB online.	Tier 1	Domain setup and re-delegation	Tier 2
Manage external IM communication.	Tier 1	Create, change, or delete user accounts	Tier 2
Setup and Manage meeting rooms	Tier 1	Managing user roles & scopes	Tier 1
Manage custom SKB Invites	Tier 1	Monitor service licenses and service health	Tier 1
Troubleshooting connectivity issues	Tier 2	Manage passwords	Tier 1
SharePoint Online			
Basic installation, setup, and general technical usage	Tier 1	Manage sites and site collections	Tier 1
Manage user and team site(s)	Tier 1	Managing management certificates	Tier 2
Manage SharePoint site's user access	Tier 1	Supporting Azzure Power Shell environment	Tier 2
Manage Document Libraries and user assignment	Tier 2	Federation configuration & support	Tier 2
Configuration of external users	Tier 1	Integration with Onprmise Active Directory domain	Tier 2
Permissions and user groups	Tier 1	Single sign-on (SSO)	Tier 2
		Active Directory synchronization	Tier 2

ANEXO 3 – Office365 Support Type of Queries – Part2

Office365 Support Scope Details			
Migration Support	Inclusions	Project Online & Project Web App	Inclusions
Technical issues within O365 setup, preventing to Migrate the users/mailboxes	Tier 2	Creating users in Project Online	Tier 1
Domain, DNS Setup during Migration	Tier 2	Assigning appropriate licenses to users	Tier 1
Unable to point emails to the correct MX records	Tier 2	Issues while installing or using Project Online Professional	Tier 1
Managing domains during Migration	Tier 2	Issues accessing or using PWA	Tier 2
Troubleshooting Mailflow issues during Migration	Tier 2	Issues changing and aligning views in Project Online including viewing master projects and subprojects	Tier 2
Adding/removing connectors	Tier 2	Issues related to using the correct PWA/Project Online link	Tier 2
Adding/removing trusted domains	Tier 2	Browser related issues, while accessing Project Online	Tier 2
Security & Compliance		Issues related to connecting Project Pro desktop client with Project Online	Tier 2
Setup & Configure Archival rules & Policies	Tier 2	Assigning specific rights to users in Project Online	Tier 2
Setup & Configure Data Loss Prevention Rules	Tier 2	Assigning specific roles to users in Project Online	Tier 2
Setup & Configure Mobile device Management	Tier 2	Customizing Project Online fields defined in the IDP User Setup Form	Tier 2
Setup & Configure eDiscovery	Tier 2	Configuring and managing the resource center	Tier 2
Import PST Files & Data to Office365	Tier 2	Licensed users cannot access PWA	Tier 2
Security & Permission Management	Tier 2	Ensuring a User has access to a project	Tier 1
MS Intune			
Setting up retention Policies	Tier 2	Help setting up & securely managing Mobile devices like iOS, Android, Windows, and macOS	Tier 2
Setup Deletion policies	Tier 2	Setup mobile data protection polices as per client's direction	Tier 2
Setup Preservation policies	Tier 2	Setup security policies for mobile devices	Tier 2
Setup Content Searching	Tier 2	Setup of Office mobile app	Tier 2
Skype For Bussiness PSTN Calling		Setup of Office mobile app	Tier 2
License Management	Tier 1	Help Enrolling/Denrolling devices for management	Tier 2
Preparing for Public Certificates	Tier 2	Provision MDM profiles	Tier 2
Setting up CloudPBX & add on License addition	Tier 2	Help removing corporate data from devices	Tier 2
New Or Existing Numbers Assingment & management	Tier 2	Help pushing mobile apps to users	Tier 2
Setting up Number portability	Tier 2		
Escalations Support			
Integrated number reservation	Tier 2	Escalations to Microsoft Tier III support as required	Tier 3
Setting up Call Routing	Tier 2	Supported tasks that are outside the functionality provided with available tools (OAC/MOP, ECP, Advanced PowerShell etc.)	Tier 3
Emergency numbers & address setup	Tier 2	Break/fix – Problems with the service	Tier 3
Basic installation, setup, and general usage issues	Tier 2	Availability – Service not accessible	Tier 3
Configure outlook with SFB online	Tier 2	Not operating according to Service Descriptions	Tier 3
Manage external IM communication.	Tier 2	Bugs and other irregularities that effect service appearance or operation.	Tier 3
Setup and Manage meeting rooms	Tier 2	MOSI provisioning issues	Tier 3
Manage custom SFB Invites	Tier 2	Large scale network disruptions	Tier 3
Windows 10 Ent As a Service		Regional, multi-tenant impact	Tier 3
Windows Licensing administration & activation	Tier 1	Inherently complex or strategic technical support issues	Tier 3
OneDrive			
Initial Setup & configuration	Tier 1		
User Additions, Deletion and Changes	Tier 1	Basic installation, setup, and general technical usage	Tier 1
Managing windows apps	Tier 1	Configure Folder Sync with OneDrive utility	Tier 1
Issue related to Windows machine joining Azure AD domain	Tier 2	OneDrive not accessible	Tier 1
Microsoft Security software deployment & troubleshooting	Tier 1		

ANEXO 4 – CSS portfolio

	CSS Subscription	CSS Programme	CSS Add-Ons	
	CSS PROFESSIONAL	CSS PAY-PER-TICKET (PpT)	Technical Support	Business Support
Product & Services Supported	Cloud Hybrid	Cloud Hybrid	Tailored SLA	Report & Analysis (tailored)
Scope	Level 1, 2 and L3 Escalation (see Levels definition here)	Level 1, 2 and L3 Escalation (see Levels definition here)	White-Label	Proof of Concept (PoC)
Vendor on boarded	Microsoft CSP	Microsoft CSP	Dedicated engineer	Cost Optimisation (Ongoing Management)
Self-help and Communities	24x7 access to documentation, whitepapers, and support forums	24x7 access to Knowledge Base documents	Native Language	Cloud Consult On-demand (limited)
Contact Method	Phone, Email, Live Chat, Web	Phone, Email, Live Chat, Web	GEO located	
Who can open cases	Reseller and End User	Reseller and End User		
Tickets	Unlimited	1		
24/07 Access to Technical Support (Log Ticket)	Yes	Yes		
Languages	Multi Language (not native) (Phone*: Business Hours only**, Email and Live Chat: 24/7)	Multi Language (not native) (Phone*: Business Hours only**, Email and Live Chat: 24/7)		
SLA (Initial Response Time)	Severity A: 1 hours Severity B: 2 hours Severity C: 4 hour	Severity A: 1 hours Severity B: 2 hours Severity C: 4 hour		
End User direct access	Yes	Yes		
Report & Analysis	Quarterly	-		
Billing period	Monthly	Monthly		
Validity/Commitment	3 months	N/A		
Cancellation	Anytime (effective after 3 months)	Anytime (effective immediately)		
Pricing model	Subscription	Invoice per usage		
Price	Tiered Model: Total fee = (T1) + (T2) + (T3) + (T4) Calculation based on aggregate consumption	CSS tickets pricelist (product level)		

* Support provided in four languages: English, Spanish, French, German.

** Business Hours are Mon-Fri, from 9am to 6pm CET (holidays excluded)