

# EMEA Technical Support Service CrowdStrike Welcome Pack

## Increase peace of mind with Exclusive Networks Support Services

*This Welcome Pack is provided for informational purposes only and is intended to give a high-level overview of the CrowdStrike Technical Support Service offering. It does not form part of any legally binding agreement and does not override or amend the terms of the applicable Statement of Work, contract, or Terms & Conditions agreed between parties.*

*All services will be delivered strictly in accordance with the contractual documents in place. In the event of any inconsistency between this Welcome Pack and the contractual documents, the latter shall prevail. Exclusive Networks reserves the right to update or amend this Welcome Pack without prior notice.*

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**Technical Support Service** contracts provide access to the Exclusive Networks Technical Assistance Centre (EXN TAC) to work with you through any **post-sales technical support queries and technical incident assistance**.

EXN TAC work with CrowdStrike, as an Authorised Support Centre (ASC). Exclusive Networks provides **Level 1 & 2 Support to Partners**. EXN TAC engineers hold accreditations in the products supported and are available 24X7 to respond to customer requests. The service covers all regions within EMEA.

## Service Levels and Definitions

**Technical Support defines a technical incident as any break/fix issue:**

- › Previously working configuration no longer working as expected or degraded environment.
- › Configuration errors and software bugs.
- › Requests for documentation, release notes, guides, etc.
- › EXN TAC engineers will not undertake new configuration/deployments or migrations, as this work falls outside break/fix support service.
- › EXN TAC will not provide support for any unsupported software.

**The EXN TAC service levels available for support via phone, portal and email:**

- › TAC access 24x7 (UK business hours)

### Exclusive Networks

Tel: +44 (0) 1420 548 247

Email: [24x7@exclusive-networks.com](mailto:24x7@exclusive-networks.com)

Portal: [globalsupport.exclusive-networks.com](http://globalsupport.exclusive-networks.com)

# Priority Definitions

EXN TAC work to 4 levels of priority. Each of these will determine the SLA on initial response as well as our target follow up times for the duration of the support case.

<b>Priority 1</b> CRITICAL	Console or product is down and/or critically affecting customer production environment with no workaround.
<b>Priority 2</b> HIGH	Product/service is impaired. Production environment is up but impacted or lacks resiliency.
<b>Priority 3</b> MEDIUM	A product function has failed, and the production environment is degraded or not affected. Non-critical business applications are unreachable.
<b>Priority 4</b> LOW	General assistance that includes feature, information, documentation, how-to and enhancement requests. Sensor issues, or detection questions.

# SLAs and Target Follow Up Times

## Initial Response SLA

For EXN TAC engineer to take assignment of new case and provide first update/request.

Case Priority	24x7 Service Level
<b>Priority 1</b> CRITICAL	< 1 Hour
<b>Priority 2</b> HIGH	< 4 Hours
<b>Priority 3</b> MEDIUM	< 4 Business Hours
<b>Priority 4</b> LOW	< 16 Business Hours

## Target Follow Up Times

EXN TAC engineers will aim to provide regular updates based on the case priority. This may be impacted by frequency of responses from level 3 CrowdStrike support teams, or customer responsiveness. After 3 follow ups with no customer response, the EXN TAC engineer will proceed with case closure.

Case Priority	Target Follow Up Times
<b>Priority 1</b> CRITICAL	<b>Every 1 hours</b> until resolved, or a workaround is in place
<b>Priority 2</b> HIGH	<b>Every 8 hours</b> until resolved, or a workaround is in place
<b>Priority 3</b> MEDIUM	<b>Every 2 business days</b> until resolved
<b>Priority 4</b> LOW	<b>Once per business week</b> until resolved

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# Technical Support Engineer Levels

<b>EXN TAC LEVEL 1</b>	<ul style="list-style-type: none"><li>• Configuration queries/Issues</li><li>• Product feature questions</li><li>• Basic "how to" user questions</li><li>• Log and information collection</li></ul>
<b>EXN TAC LEVEL 2</b>	<ul style="list-style-type: none"><li>• Troubleshooting common or known issues</li><li>• Log analysis and troubleshooting such as endpoint status</li></ul>
<b>VENDOR LEVEL 3</b>	<ul style="list-style-type: none"><li>• Advanced configuration issues</li><li>• "Product not working as expected" issues.</li><li>• Root Cause Analysis</li><li>• Software bugs</li><li>• Feature errors</li></ul>

As part of the requirements, support cases are assigned to a level 1 engineer and are worked and followed up based on priority. Support cases are escalated to level 2 and if necessary, level 3 once all escalation requirements have been met.

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# Technical Support Process

## Opening a Support Case

For P1 (Urgent) and P2 (High) issues call us

Telephone: [+44 \(0\) 1420 548 247](tel:+4401420548247)

For non-urgent P3 and P4 issues

Email: [24x7@exclusive-networks.com](mailto:24x7@exclusive-networks.com)

Portal: [globalsupport.exclusive-networks.com](https://globalsupport.exclusive-networks.com)

## For new issues please provide the following:

- › Customer ID (CID): - this is needed to validate support entitlement
- › Contact details of an engineer with access to the Falcon Console
  - Contact name
  - Contact number
  - Contact email
- › Summary of the incident:
- › Impact of the Issue:
- › Priority of the incident:
- › Sensor version:
- › Name of Endpoint Machine:
- › Endpoint Version:
- › Number of affected Users:
- › Recent changes to the environment:
- › Any results of troubleshooting performed:
- › Captured Logs and/or Error Messages:

## For existing issues:

- › Your EXN TAC case number (Starting with EXN-###).
- › Any additional details about the case raised since last contacting EXN TAC.

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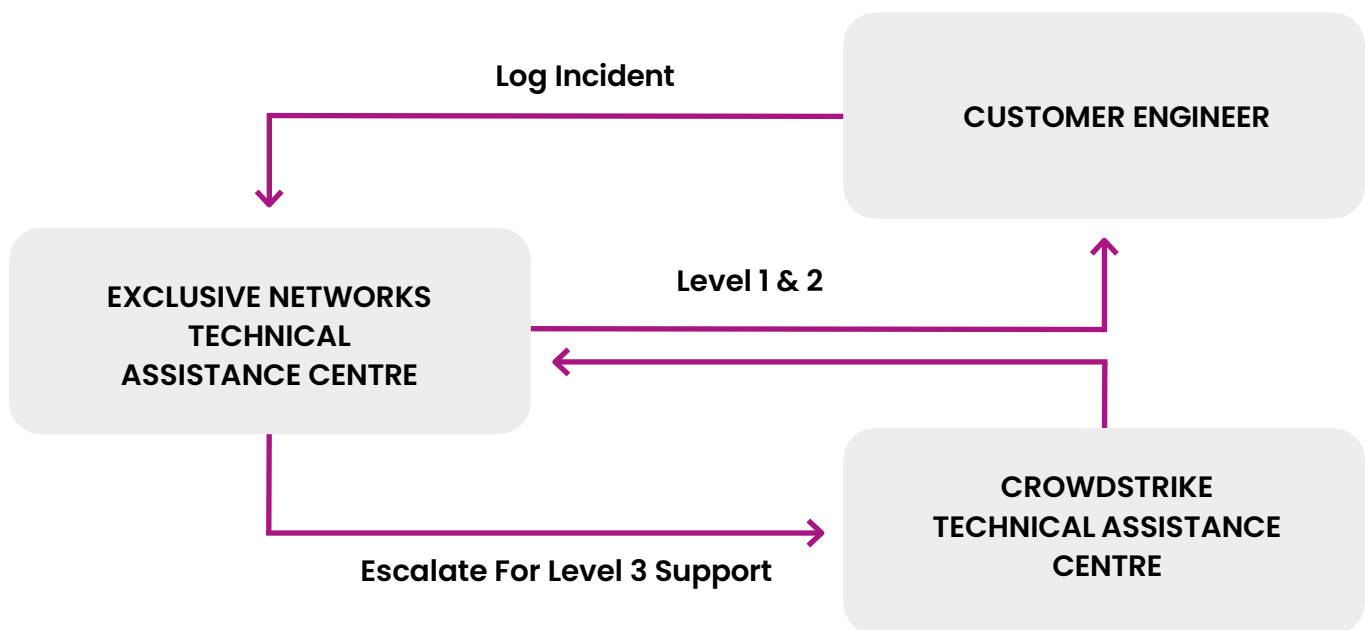
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# Technical Support Process

## Case Handling Process

The diagram below details the logical flow for a support case, and shows the process of interaction between customers, EXN TAC and CrowdStrike TAC.

1. Customer engineer to log incident with EXN TAC via email or phone call.
2. EXN TAC support case created and case number emailed to customer contact.
3. The EXN TAC will provide level 1 and 2 technical support. If the issue requires advanced level of technical expertise, then the case will be escalated up to the level 3 CrowdStrike support team.
4. The EXN TAC engineer will be responsible for liaising with the vendor and providing regular updates to the customer engineer. If the vendor engineer needs to liaise directly with the customer engineer, then calls and remote meetings will be facilitated as required.



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# Escalation Process

## Technical Escalations

### Level 1 Support

Call handling and logging by a Technical Support Engineer to troubleshoot to resolution or escalate where necessary

- › **Contact:** Exclusive Networks Technical Support
- › **Phone:** +44 (0) 1420 548 247
- › **Email:** [24x7@exclusive-networks.com](mailto:24x7@exclusive-networks.com)
- › **Portal:** [globalsupport.exclusive-networks.com](https://globalsupport.exclusive-networks.com)

### Level 2 Support (EXN)

Technical escalation point for Level 1 Support. Troubleshooting known or common issues. They work closely with the Level 1 and the Level 3 Support team to resolve or escalate issues.

### Level 3 Vendor Support

Technical escalation point for Level 2 Support who work with more complex issues or bugs to resolve or escalate issues.

## Management Escalations

To raise any issues related to existing Technical Support cases, or requests for escalations, customers are encouraged to use the below contacts. Issues will be actioned by the appropriate management level.

### Level 1

Team Management escalation to **Technical Support Manager**

### Level 2

Country Management escalation to **Head of UK Technical Support**

### Level 3

Global Management escalation to **Head of Global Technical Support**

The Exclusive Networks Technical Support Management Team can be reached at:

[Techsupportmgmt\\_UK@exclusive-networks.com](mailto:Techsupportmgmt_UK@exclusive-networks.com)

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