

EMEA

Technical Support Engineer as a Service (EngaaS) 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 Engineer as a Service (EngaaS) 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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Engineer as a Service (EngaaS) contracts provide access to an on-site Field Service Engineer (FSE) to perform **the replacement of hardware** as part of a **Vendor Approved RMA Service**.

Exclusive Network's (EXN) global network of FSE's are able to deliver on-site support wherever you are, ensuring you get your site back up and running as seamlessly as possible. This Welcome Pack provides a quick overview of what to expect from our service and how to make the most of it through Exclusive Networks 24x7 Helpdesk. For a detailed breakdown of the full service offering, please refer to your Statement of Work, which is provided at the time of purchase.

Exclusive Networks

Tel: +44 (0) 1420 548 247

Email: 24x7@exclusive-networks.com

Portal: globalsupport.exclusive-networks.com

Service Levels and Definitions

Engineer as a Service is defined as:

- › The customer requires an SLA based engineer to site maintenance service, to aid with infrastructure restoration in the event of equipment failure and subsequent vendor RMA
- › Exclusive Networks 24x7 Helpdesk is available 24x7x365 via phone and email to raise requests
- › Exclusive Networks will mobilise a Field Service Engineer to attend end user sites in response to a customer reported hardware failure
- › The FSE will attend site within the agreed SLA, perform a local visual assessment of the device and will impart a local fix by replacing field replaceable parts or full device swap outs provided by the customer
- › The FSE will not perform any troubleshooting outside the scope of the direct part/device replacement

The Engineer as a Service coverage levels available:

EngaaS is available in 3 different service levels. Each of these will determine the SLA on initial response as well as our target Engineer at Site times.

| Service Coverage Level | EXN Helpdesk 24x7x365 | Initial Response Target | Engineer at Site* |
|------------------------|-----------------------|-------------------------|-----------------------|
| Platinum | ✓ | 15 Minutes** | 4 Hours |
| Silver | ✓ | 4 Hours | Next Business Day*** |
| Bronze | ✓ | 8 Hours | Reasonable Endeavours |

* Engineer at site time begins from request acceptance

**Platinum requests must be placed by telephone to meet the initial response target

***Acceptance of the request must be before 2pm local time to ensure Engineer at Site Next Business Day

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EngaaS Requests

Opening an EngaaS Request

For Platinum service level call us

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

For Silver and Bronze service level

Email: 24x7@exclusive-networks.com

Portal: globalsupport.exclusive-networks.com

For new requests please provide the following:

- › The serial number for the affected devices – this is needed to validate support entitlement:
- › Customer Name:
- › Customer Ref. No:
- › Country/Location:
- › Site Address:
- › Site Contact Name:
- › Site Contact Email:
- › Site Contact Phone:
- › Equipment Make/Model:
- › Fault Reported/Service Request Description:
- › Engineer Required Time to be on Site:
- › Site Access Times:
- › Troubleshooting Conducted:
- › Required Action Plan:
- › Validation/Proof of In-Progress Vendor RMA:
- › Any Additional Information:

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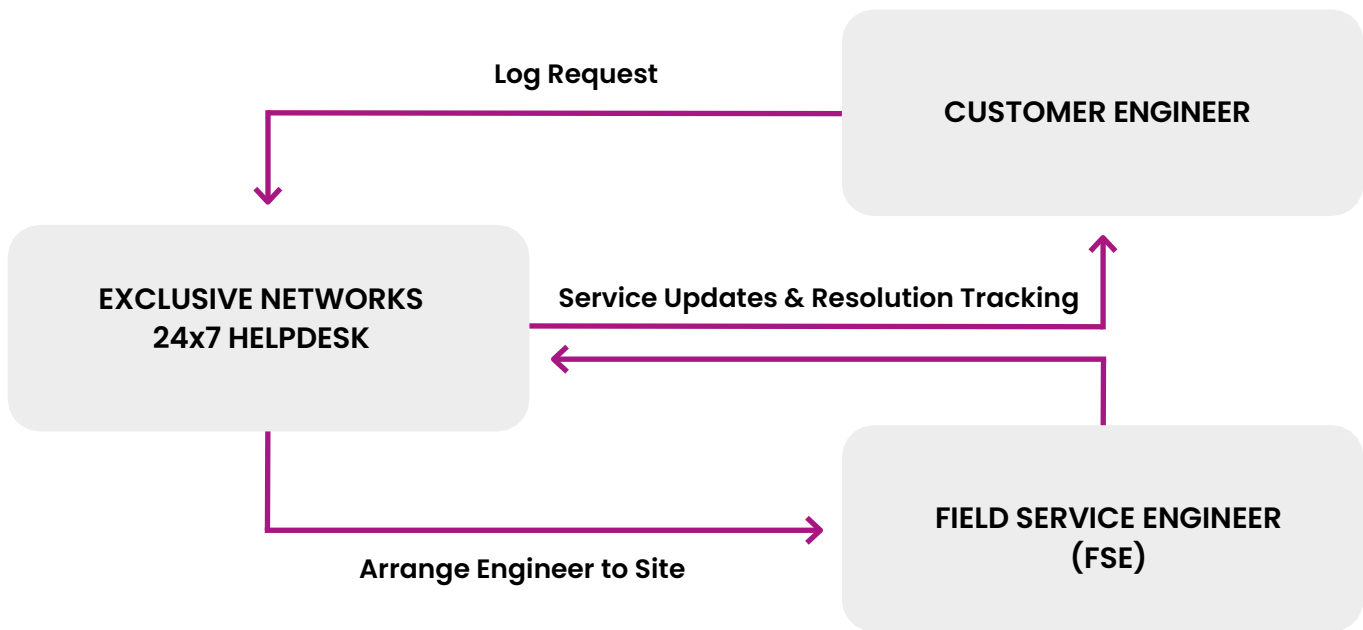
Portal: globalsupport.exclusive-networks.com

EngaaS Process

Case Handling Process

The diagram below details the logical flow for an EngaaS request, and shows the process of interaction between customers, Exclusive Networks and the Field Service Engineer.

1. Customer to log request with Exclusive Networks Helpdesk via email or phone call.
2. EXN Helpdesk support case created and case number emailed to customer contact.
3. The EXN Helpdesk will verify and gather the necessary details to action the request.
4. The EXN Helpdesk will be responsible for liaising with local FSE's ensuring timely attendance and providing regular updates to the customer. If the FSE needs to liaise directly with the customer, then calls and remote meetings will be facilitated as required.



Service Dependencies

To enable the FSE to seamlessly perform the on-site replacement of your RMA'd device and deliver upon the agreed timescales, there are several dependencies the customer must allow for to facilitate this.

| REFERENCE | CUSTOMER DEPENDENCIES |
|-----------|--|
| CD001 | Customer must ensure that the work environment is ready for maintenance including but not limited to – sufficient open power sockets within , sufficient rack or desk space with appropriate space for convection cooling, enough physical space for the FSE to work safely, all safety hazards removed or marked with high visibility signs, unrestricted access to working spaces (i.e. access to communications room, unlocked cabinet(s) during deployment), room temperature is controlled and within acceptable device operating temperature ranges. |
| CD002 | Customer must ensure that all parts in scope are available to the FSE at the scheduled maintenance time and date. |
| CD003 | If configuration file upload is required as part of maintenance activity, a working configuration file must be provided to the maintenance level 1 FSE during the visit. |
| CD004 | Customer must ensure that the FSE has unrestricted access to all work areas for the duration of the visit. This includes access to secure areas on site. |
| CD005 | Customer must provide a POC who must be available during the full visit. |
| CD006 | Customer must provide any proprietary console / management cabling if the FSE requires to gain access to command line interface through standard RS232 protocol. |
| CD007 | Customer is responsible for providing guest level WiFi Internet access to FSE for duration of visit. |

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Assumptions

Customer and Supplier acknowledges that the total charges, approach and timescales are based upon the following Assumptions:

| REFERENCE | Assumptions on Customer Requirements |
|-----------|---|
| A001 | All FSE visits, will have the support of a technical resource (onsite or remote) that knows both the technology of the device being supported at site and also the end user specific technology set up |
| A002 | The customer or end user is responsible for procurement of, and providing all firmware, software, and license transfer on any replacement devices swapped by the FSE |
| A003 | The FSE will carry our standard toolkit. Any additional requirements needed to undertake the swap of a device must be available at the end user site |
| A004 | For each request, the requestor will provide accurate information in the service request template, any missing or incorrect information could affect the ability of the request to be completed and may incur additional charges and visits |
| A005 | End user will accept service anytime within the SLA window. If this is not possible, a specific time period can be requested within the contract and SOW terms and Exclusive Networks will attempt to meet that request |
| A006 | 2nd engineer attendance to help lift a heavy or high device is not included and will therefore be chargeable if needed. A single FSE is only permitted to lift weights of up to 25kg and up to shoulder height |

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Escalation Process

Technical Escalations

Level 1 Support

Call handling and logging by Exclusive Networks 24x7 Helpdesk to arrange FSE to site.

- › **Contact:** Exclusive Networks 24x7 Helpdesk
- › **Email:** 24x7@exclusive-networks.com
- › **Phone:** +44 (0) 1420 548 247
- › **Portal:** globalsupport.exclusive-networks.com

Management Escalations

To raise any issues related to existing EngaaS requests, customers are encouraged to use the below contacts. Issues will be actioned by the appropriate management levels.

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

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