

EMEA

Technical Support Engineer On Call (EngOC)

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 On Call (EngOC) 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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Engineer On Call (EngOC) contracts provide access to an on-site Field Service Engineer (FSE) to aid customer technical teams in carrying out local IT work under their instruction. This service is consumed by utilising pre-purchased vouchers.

Exclusive Network's (EXN) global network of FSE's are able to deliver on-site support wherever you are, performing a range of technical maintenance tasks that customer internal teams are unable to complete. 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 On Call is defined as:

- The customer requires a Next Business Day (NBD) SLA based engineer to site maintenance service, to complete a range of technical activities where local teams are unavailable
- 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 maintenance request
- The FSE will attend site within the NBD SLA and undertake the maintenance tasks as passed through at the point of the request
- The service is to be consumed utilising pre-purchased vouchers which entitle the customer to 2 hours of onsite engineer assistance per voucher
- The scope of maintenance tasks available include but are not limited to **smart hands** work to support the customer/end user remote technical teams, **rack and stack** services or **patching** new/replacement devices
- The FSE will not perform any additional tasks not agreed at the point of request without further authorisation from the EXN Helpdesk

The Engineer On Call Service coverage levels available:

EngOC is available at a singular service level. All EngOC requests will be fulfilled NBD providing request acceptance prior to 2pm local time.

Service Coverage Level	EXN Helpdesk 24x7x365	Request Acceptance	Engineer at Site
EngOC	✓	1 Hour	NBD

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EngOC Requests

Opening an EngOC Request

For urgent requests call us

Telephone: [+44 \(0\) 1420 548 247](tel:+44(0)1420548247)

For standard requests

Email: 24x7@exclusive-networks.com

Portal: globalsupport.exclusive-networks.com

For new requests please provide the following:

- › Your Contract Number and City Location - 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:
- › Any Additional Information:

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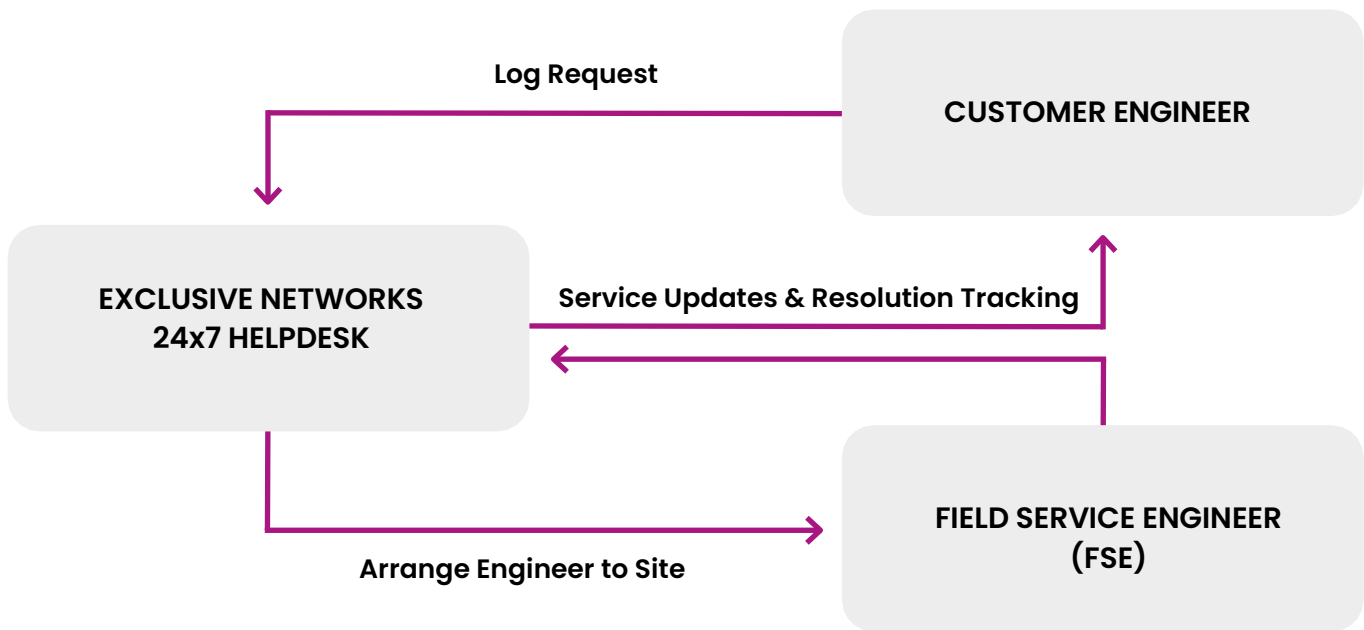
Portal: globalsupport.exclusive-networks.com

EngOC Process

Case Handling Process

The diagram below details the logical flow for an EngOC 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, portal or phone.
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 maintenance request 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 Wi-Fi Internet access to FSE for the 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 service request 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 utilise additional vouchers if needed. A single FSE is only permitted to lift weights of up to 25kg and up to shoulder height or reach equipment lower than 2.5m
A007	All visits will utilise a minimum of 1 voucher. If a visit runs over 2 hours, then an additional voucher will be utilised for each additional 2 hours or part thereof.
A008	The vouchers cover visits during local business hours. For visits requested outside business hours or that run over during non-business hours, then double voucher usage will be applied
A009	Vouchers last for the period of the initial contract agreement and will be unavailable if not utilised by the end contract date

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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 EngOC requests, customers are encouraged to use the below contact. 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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