

# EMEA Technical Support Service InfoBlox 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 InfoBlox 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, technical incident assistance and the replacement of hardware** determined to be defective by the Infoblox Global Support Center (IGSC).

EXN TAC work alongside Infoblox, as a certified Authorised Support Centre (ASC) to provide technical support and services. EXN TAC engineers hold accreditations in the products supported and are available 24x7x365 to respond to customer requests. The service covers all regions within EMEA.

## 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)

# 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, software bugs, or hardware faults
- › Requests for documentation, release notes, Infoblox guides, etc.
- › EXN TAC engineers will not undertake new configuration/deployments or migrations, as this work falls under professional services
- › EXN TAC will not provide support for unsupported firmware/hardware.

## The EXN TAC service levels available for support via phone and email:

- › TAC access 24x7x365

## The EXC TAC hardware coverage levels available:

- › Next Business Day (NBD) - Advanced hardware replacement

Support Entitlement	EXN TAC 24x7x365	Hardware NBD	Notes
EXN Talk24	✓	✗	Virtual/Cloud - No hardware replacement
EXN Talk24 + HW	✓	✓	

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# 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> URGENT	Product or service is down and critically affecting customer production environment or applications with no known workaround.
<b>Priority 2</b> HIGH	Primary grid member or master has failed, product or service is impaired. Production environment is up but impacted or lacks resiliency.
<b>Priority 3</b> MEDIUM	A product function has failed, and 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.

# 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	24x7x365 Service Level
<b>Priority 1</b> URGENT	< 1 Hour
<b>Priority 2</b> HIGH	< 4 Hours
<b>Priority 3</b> MEDIUM	< 8 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 Infoblox 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> URGENT	<b>Every 4 hours</b> until resolved, or a workaround is in place
<b>Priority 2</b> HIGH	<b>Every business day</b> until resolved, or a workaround is in place
<b>Priority 3</b> MEDIUM	<b>Every 3 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>• <b>Basic configuration issues</b></li><li>• <b>Product feature questions</b></li><li>• <b>“How to” user questions</b></li></ul>
<b>EXN TAC LEVEL 2</b>	<ul style="list-style-type: none"><li>• <b>Advanced configuration issues</b></li><li>• <b>“Product not working as expected” issues</b></li><li>• <b>RCAs</b></li></ul>
<b>Infoblox (GSC) LEVEL 3</b>	<ul style="list-style-type: none"><li>• <b>Software bugs</b></li><li>• <b>Feature errors</b></li><li>• <b>To authorise hardware faults as part of the RMA process</b></li></ul>

As part of the Infoblox BloxCare Alliance Partner Program, 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:

- › The serial number for the affected device – this is needed to validate support entitlement:
- › Contact details of an engineer with access to the environment:
  - Contact name:
  - Contact phone number:
  - Contact email:
- › Priority and Impact of the incident:
- › Current Software Version:
  - NIOS:
- › Hostname of Grid Member:
- › Impacted Service (DNS/DHCP/IPAM/NTP/Reporting):
- › Summary of the incident:
- › Steps to reproduce the incident:
- › Recent changes to the environment:
- › Network topology:
- › Files and Data collected:

## 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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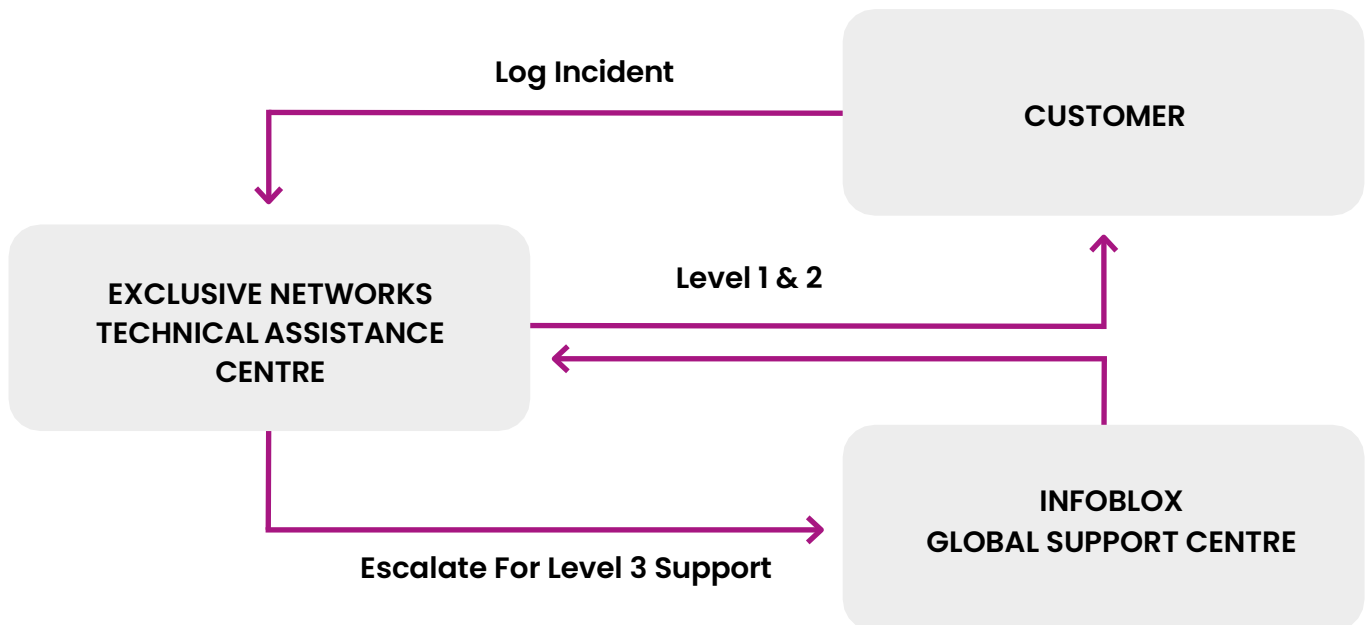
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# Technical Support Process

## 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 Infoblox Support.

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 level 2 technical support. If the issue requires RMA approval or an advanced level of technical expertise, then the case will be escalated to Infoblox GSC.
4. The EXN TAC engineer will be responsible for liaising with Infoblox and providing regular updates to the customer engineer. If the Infoblox engineer needs to liaise directly with the customer engineer, then calls and remote meetings will be facilitated as required.



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# Hardware Replacement Support Process

Infoblox qualifies hardware faults and provide final approval for starting the Return Material Authorisation (RMA) process. EXN TAC are unable to provide hardware replacements preemptively, or prior to approval from Infoblox.

## **Next Business Day (NBD) support:**

1. Device confirmed as faulty and approved for replacement by the TAC engineer.
2. RMA number issued and replacement process initiated.
3. Replacement device is shipped to customer site for NBD delivery\*. Depending on depot locations, shipping will be handled either directly by Infoblox, or by EXN TAC.
4. Customer returns faulty device within 10 days.

\* NBD delivery SLA dependent on spares depot cut-off times. Typically, RMA to be approved by 3pm to enable NBD delivery.

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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
- › **Email:** [24x7@exclusive-networks.com](mailto:24x7@exclusive-networks.com)
- › **Phone:** +44 (0) 1420 548 247

### Level 2 Support

Technical escalation point for Level 1 Support who work with more complex issues and work closely with the Level 1 Support team to resolve or escalate issues.

### Level 3 Support

Technical escalation point for Level 2 Support, and to approve hardware faults as part of the RMA process handled by Level 1 Support.

## 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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