

# EMEA Technical Support Service

# Tanium

# Welcome Pack

**Increase peace of mind with Exclusive Networks Support Services**

Exclusive Networks

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

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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 **Investigation relating to the performance and functionality of Tanium.**

EXN TAC engineers hold accreditations in Tanium products and services and are available 24x7x365 to respond to customer requests. The service covers all regions within EMEA.

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# Service Levels and Definitions

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

- Previously working configuration that is no longer working as expected or degraded environment
- Configuration errors, error messages, software bugs or unexpected question results
- Requests for documentation, release notes, guides, etc.
- EXN TAC engineers will not undertake new configuration/deployments or migrations, as this work falls under professional services.

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

- TAC access 7x7 (7am – 7pm Monday to Friday)
- TAC access 24x7x365

Support Entitlement	EXN TAC 7x7	EXN TAC 24x7x365
EXN Talk7	✓	✗
EXN Talk24	✗	✓

# 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	Licensed software is down, in a failed state or is critically affecting customer's production environment.
<b>Priority 2</b> HIGH	Licensed software performance is significantly impaired, lacks resiliency or frequently interrupted. Production environment is up but impacted.
<b>Priority 3</b> MEDIUM	A Licensed software function has an error or minor performance issues. Production environment is degraded or not affected.
<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	7x7 Service Level	24x7x365 Service Level
<b>Priority 1</b> URGENT	< 1 Business Hour	< 1 Hour
<b>Priority 2</b> HIGH	< 4 Business Hours	< 4 Hours
<b>Priority 3</b> MEDIUM	< 8 Business Hours	< 8 Business Hours
<b>Priority 4</b> LOW	< 16 Business Hours	< 16 Business Hours

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# SLAs and Target Follow Up Times Continued

## 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 the level 3 Tanium support team, 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

## Technical Support Engineer Levels

<b>EXN TAC LEVEL 1</b>	<ul style="list-style-type: none"> <li>• Troubleshooting basic operation issues such as agent connectivity</li> <li>• Product feature questions, "How to" and documentation</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 and Tanium server queries</li> </ul>
<b>TANIUM LEVEL 3</b>	<ul style="list-style-type: none"> <li>• Troubleshooting advanced issues</li> <li>• Reproduction of Issues In a lab environment</li> <li>• Root Cause Analysis (RCA)</li> </ul>
<b>TANIUM LEVEL 4</b>	<ul style="list-style-type: none"> <li>• Expert technical support, software feature enhancement or bug fixes</li> </ul>

As part of Tanium's Partner Services 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:

- › Evidence of a valid Software License is needed to validate support entitlement.
- › Contact details of an engineer with access to the Tanium environment:
  - Contact name
  - Contact phone number
  - Contact email
- › Summary of the incident:
- › Priority and Impact of the incident:
- › Component Software Version(s):
  - Tanium Cloud (TAAS) or Tanium Server:
  - Tanium Module:
  - Tanium Client:
- › Recent changes to the environment:
- › Description of topology:
- › Steps to reproduce the incident:
- › Files and Data collected:

## For existing issues:

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

## Uploading large files:

- › EXN TAC use the Cloud SFTP provider "Quatrix"
- › Your assigned TAC engineer will create you a temporary account and case folder.

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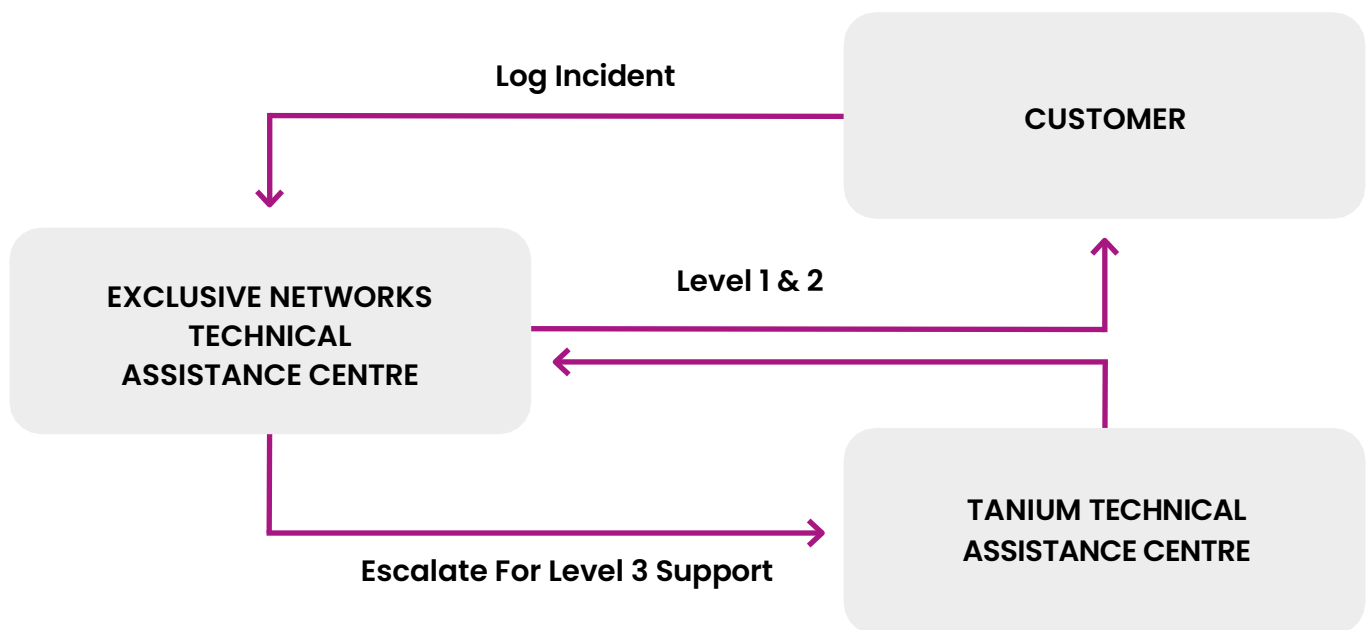
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# Technical Support Process

## 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 Tanium 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 Tanium support team.
4. The EXN TAC engineer will be responsible for liaising with Tanium TAC and providing regular updates to the customer engineer. If the Tanium TAC 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 (EXN)

Call handling and logging by a Technical Support Engineer. Troubleshooting basic Issues to resolution or escalation.

- › **Contact:** Exclusive Networks Technical Support
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### Level 2 Support (EXN)

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

### Level 3 Support (Tanium)

Technical escalation point for Level 2 Support. They troubleshoot advanced issues, assist with Root Cause Analysis (RCA) and provide software bug fixes.

## 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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