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1. Introduction

This document explains the procedure to obtain technical support from the Infinite Uptime Technical Assistance Center (TAC).

This document covers the Infinite Uptime registration process, how to contact technical support, and how to manage your support case online.

We at Infinite Uptime are committed to delivering a high level of quality service. The Infinite Uptime TAC enables you to:

- Open support cases by phone/email 8x5 hours a week
- Accepting the severity of TAC case based on the business case
- Manage your support case

1.1 Scope

The Infinite Uptime TAC Policy scope outlines the fundamental principles applicable to any TAC activity in the Infinite Uptime. This document establishes a set of principles to enable the TAC team to support the customer in the shortest turnout time possible.

This policy shall apply to all channel partners and OEMs (unless otherwise stated) - it shall impact all technical/functional issue resolution by Infinite Uptime.

2. How to register a TAC case?

To register a TAC case with Infinite Uptime, there are two methods- Email and phone calls. The support language is English.

2.1 Open a TAC case by Email

To contact Infinite Uptime Technical Support for questions or issues with Infinite Uptime products, you need to register the TAC case on support@infinite-uptime.com.

After registering a TAC case, you will receive an email from Infinite Uptime acknowledging your request. The email will contain a ticket number to track the case in the future. Using the ticket number provided, your request will be tracked by Infinite Uptime as per the published service levels. This step is to verify, confirm, and activate your Infinite Uptime TAC support case registration.

If you are opening a new support case, including the product type as the subject line of the email; for example, "Infinite Uptime Customer Platform." This will help the support team for processing the incoming email to determine the correct support case queue to route your support request.

You must include the following information in the email:

- Company name
- Contact name
- Contact phone number
- Infinite Uptime User ID
- Contact email address
- Contract number
- Product type (e.g. Infinite Uptime Customer Platform)

- Brief problem description
 - Equipment (Machine) Type
 - Equipment location (e.g., address)
 - Equipment pictures if needed
 - Alternate contact name
 - Alternate contact phone number
- Providing this information will help expedite the processing of the support case through the Infinite Uptime TAC agent.

TAC Agent will assign severity of the case based on business impact and will process the initial email, the support team will open a support case and you will receive a support case number by email as an acknowledgment. A support engineer will contact you shortly regarding your support case.

2.2 Open a TAC case by Phone

To contact Infinite Uptime TAC member over the telephone, customer can reach our helpline no **+91-20-25888680**

Infinite Uptime identifies customers with their Infinite Uptime user ID associated with their contract - Customer must keep Infinite Uptime User ID handy before calling for support. Upon registering a TAC case, the customer will receive an email from Infinite Uptime acknowledging the customer's request. The email will contain a ticket number to track the case in the future. Using the ticket number provided, acknowledging the customer's request will be tracked by Infinite Uptime as per the published service levels. This step is to verify, confirm, and activate the customer's Infinite Uptime TAC support case registration.

Once the agent has all the appropriate information, the TAC agent will open a case and will provide a case tracking number and route the customer's case to a support engineer. They will contact the customer to provide technical assistance.

Note: The above two approaches in the registration process for Infinite Uptime are important. Please ensure customers are subscribed to our services before you open a TAC case

3. Defining the Severity of a Support Case

Critical: The critical issue is defined as

- Business impact - Issues which is, directly and indirectly, impact on business;
- Priority - Important Issues with the highest priority (Measurable in the form of business renewal);
- Severity - Severity of issues (AS form of business scope);

Major: The major issue is defined as

- Values - Issues impacting on values of the business
- Priority - important and average or more than average priority
- customer satisfaction

Minor: The minor issue is defined as

- New feature - For customer satisfaction
- Priority - Important but not urgent
- All type of request, Query & Help cases

4. Return & Replacement Procedure for Infinite Uptime Products

The detailed RMA policy to be followed to get return and replacement of Infinite Uptime products is available here

RMA policy

Only those Customers/CPs/ OEMs will receive an RMA who registers a TAC case and submit the case details to TAC via support@infinite-uptime.com or phone number. Upon approval by TAC person for replacement, the advanced replacement unit is sent to the customer and the customer must return their “faulty” product to the return depot address.

- To dispatch the new units, TAC will require the following details:
- The issue with the product
- Pictures of installed product
- Application of the product
- Device ID of the product
- Address of dispatch
- Contact number for dispatch

TAC team investigates the received device. In case of the device malfunction, due to usage beyond defined guidelines, Infinite uptime will still support the user subject to the subscription being live. In such a case, Infinite Uptime may raise an invoice to end-user for such a replacement.

5. Rule of engagement with Customer Engagement and Services team

Customer Engagement and services team involves in

1. Cases where both IU CSM and CP Support teams are involved
2. Cases where only CP Support is involved

The Customer Engagement and services team should assist their end-user to get value to them. Whenever there is a need for assistance to end-user or OEM, the Customer Engagement and services team will assist to get their business outcome. After chasing an issue with the end-user, the Customer Engagement and services team can send a request to the TAC team and get the ticket for their issues or query.

The Customer Engagement and services team will always monitor their end-user data and engage the customer to get their business outcome.

In case of a new account opening, the Customer Engagement and services team has to manage the same by mentioning the level of usages like account, the user, or user access. Specific user like OEM and big channel partner CSM team can create an account with a specific link which mentions the name of end-user.

6. Technical Issue Evaluation

All significant issues will undergo a technical evaluation process to ensure that Infinite Uptime is consistently providing technical analysis and quality service to the end-user.

- Technical evaluation means that we evolve the issue in correlation with the end-user or channel partner.
- TAC team may ask you about device location, photographs, and the period of an issue, MAC ID of the device, Wi-Fi Configuration, and application of the device.
- For all kinds of technical evaluation, the TAC team expects assistance from the end-user or channel partner to resolve the issue.
- To resolve the issue TAC team will check the configuration of the device by taking remote access by suitable media when the device is not connecting to the network.
- The L1 engineer assigned may need to reconfigure the device, as instructed by the TAC member.
- For any kind of further assistance channel partner or L1 engineer need to visit on-site to resolve the same.

7. Ensuring Quality of our TAC

Continuous assessment of our TAC team members and their processes is undertaken to deliver Quality support services to our customers. The key focus areas of the TAC assessment are:

- Capability, technical skill, and Quality;
- Responsible assistance;
- Response time.

8. Severity and Service Levels

The Infinite Uptime Management Council may authorize the use of certain form agreements that may be utilized by the Requestor or the TAC team without management counsel review.

- The management team is responsible for establishing and maintaining standard form TAC agreement templates containing the Infinite Uptime preferred terms and conditions. Whenever possible and appropriate, these standard forms of agreements should be used.
 - Any modifications to approved standard form agreements must be approved by the Infinite Uptime internal legal counsel before execution.
 - In situations where a standard form of agreement was modified by the management in the context of a particular TAC Activity, the revised agreement may not be used for any subsequent TAC Activity without the prior approval of internal management counsel.
- Notes:
 - *Support Location: Pune, India*
 - *Support hours: 9:30 to 18:30 IST (Excluding weekend and holidays in India)*
 - *Support language: English*
 - *Support content:*
 - *Ticketing-Queries regarding platform, IDE and value engineering handled through support Email ID*
 - *Release management: Platform, IDE, Firmware and application upgrades if any*
 - *Resolution of issues related to the platform, IDE, Firmware, and application*

