

TAC - POLICY MANUAL (External)

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1.0 Introduction

This document describes the procedure for obtaining Technical Support through your newly adopted case management system by the Infinite Uptime Technical Assistance Center (TAC). This document covers the Infinite Uptime registration process, how to contact technical support, as well as how to manage your support case online.

We want you to know that this is only a change in the process through which you receive technical support. We at Infinite Uptime are committed to delivering the same high level of quality service that you are accustomed to receiving.

The Infinite Uptime TAC allows you to:

- Open support cases by phone or email 8*5 hours a work week (IST);
- Opening a support case by phone and E mail;
- Accepting a severity of TAC case based on 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 is not to answer the question “how to resolve?” but rather to establish a set of principles to enable all who perform a TAC activity to better understand the fundamentals of TAC in the Infinite Uptime.

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

2.0 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 E mail

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

Upon registering a TAC case, you will receive an email from Infinite Uptime acknowledging your request and it will contain a ticket number to track the same in future. Using the ticket number provided, your request will be tracked by us 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, please include the Product type/number as the subject line of your email for example, “Infinite Uptime Customer Platform.” This will help the support team processing the incoming email to determine the correct support case queue to route your support request.

Pls Include the following information in your 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);
- Business impact (support case severity – as defined below);
- Brief problem description;
- Equipment (Machine) Type;
- Equipment location (e.g., address);
- 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.

Once the agent has processed the initial email, support team will open a support case and you will receive a support case number by email as an acknowledgement. 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 telephone, you can reach us on our helpline no +91-20-25888680

Infinite Uptime will identify customers with their Infinite Uptime user ID associated with their contract - you must keep your Infinite Uptime User ID ready before calling for support. Pls explain the business impact in order to assign the appropriate Support severity level.

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

Once the agent has all the appropriate information, he/she will open a case, provide you with a case tracking number and route your case to a support engineer. They will contact you to provide technical assistance.

Note: The Above two approaches in the registration process for Infinite Uptime are important. Please be sure you are subscribed to our services before you open a TAC case with us.

3.0 Defining the Severity of a Support Case

Critical: The critical issue is defined as below;

- Business impact - Issues which is directly and indirectly impacted on business;
- Priority - Important Issues with 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 below;

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

Minor: The minor issue is defined as below;

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

4.0 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

<https://v2.luminpdf.com/viewer/5d501086e84aa000195ad06c>

Only those Customers/CPs/ OEMs will receive an RMA, once they register a TAC case and submit the case details to TAC via support@infinite-uptime.com or phone no. Upon approval by TAC person for replacement, the advanced replacement unit is sent to the customer and it is obligatory for the customer to return their “faulty” product to the return depot address.

To dispatch the new units, TAC will require the following details:

- Issue with product;
- Application of the product;
- Device ID of the product;
- Address of dispatch;
- Contact number for dispatch;

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

5.0 Rules of engagement with TAC by Channel Partner

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

The channel partner should assist their end user to get value to them. Whenever there is need of assistance to channel partner, Infinite uptime customer success team will assist to get business outcome. After chasing an issue with both the parties, a channel partner can send a request to TAC team and get the ticket for their issues or query.

Channel partner will always monitor their end user data and engage the customer to get their business outcome.

In case of new account opening, channel partner can send a request to customer success management team by mentioning the level of usage like, account, user or user access.

6.0 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 end user or channel partner.
- TAC team may ask you about device location, photographs, time span of an issue, MAC ID of device, Wi-Fi Configuration and application of the device.
- For all kind of technical evaluation TAC team expects an assistance from end user or channel partner to resolve the issue.
- To resolve the issue TAC team will check the configuration of device by taking a remote access by suitable media, when device is not connecting to the network.

- The L1 engineer assigned, may need to reconfigure the device, as instructed by TAC member.
- For any kind of further assistance channel partner or L1 engineer need to visit on site to resolve the same.

7.0 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.

8.0 Severity and Service Levels

The Infinite Uptime Management Counsel may authorize the use of certain form agreements which 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 prior to 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.

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-  **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 E mail ID*
 - *Release management: Platform, IDE, Firmware and application upgrades if any*
 - *Resolution of issues related to platform, IDE, Firmware and application*
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Service Level	Severity	Response Time	Resolution Time (Workaround/Permanent)
Priority 1	Critical- Business Process Impacted	< 8 Hours	< 8 Hours
Priority 2	Major- Business Process Impacted	<= 24 hr business day	<= 3 business day
Priority 3	Minor- Enhancement, Modification	<= 24 hr business day	<= 2 Months



- ❖ Priority will be defined by TAC team while issuing the ticket considering severity or business impact as described above. Priority may change after further analysis and mutual discussions
- ❖ 24/7 support can be set up based on business consideration.
- ❖ **L1 support is assumed to be provided by infinite uptime, CP or OEM L1 engineer.**
- ❖ TAC will always provide support remotely. In case of severe need, Infinite Uptime may decide to send its own application or CSM team member to provide onsite help.

9.0 Compliance

Infinite uptime TAC is charged with the responsibility of maintaining and open TAC process and to avoid the intent and appearance of unethical practice in relationships, actions and communications. All TAC activities conducted on behalf of the infinite uptime must be in compliance with the standards outlined in TAC policy. It is the responsibility TAC to ensure that, they do not knowingly enter into any over commitment that could result in a conflict of interest and unethical practice. The language spoken by end user shall be not be considered. In case of delay or dissatisfaction with the outcome, the customer may escalate to the next level of authority.

10.0 TAC Process

The detailed TAC process of Infinite Uptime products to be followed as per mentioned link below.

<https://www.luminpdf.com/viewer/5d57659ddbd740001868dc62>