

**MyOfficePlace  
Business Critical Services Handbook**

# 1. Support overview

## **Mission statement**

MyOfficePlace LTD. is committed to responding quickly to your inquiries. We will help you ensure that your IT environments—including infrastructure, information, and interactions—remain secure, available, and compliant at all times, maximizing the business value of your MyOfficePlace LTD. cloud solutions. Our primary focus is to enable you to leverage the operational functionality of your hosted environment licensed by providing tools, resources and technical assistance.

## **Purpose of this Business Critical Services Handbook**

This Business Critical Services Handbook provides an overview of the MyOfficePlace Support Services available from MyOfficePlace LTD. and information about the Business Critical Services offering you may have purchased.

## **Additional information**

If you have questions concerning this Business Critical Services Handbook or the policies and procedures included in or referenced to, please contact us by email or at the number listed at Contact Technical Support.

## **MyOfficePlace LTD. Services offerings**

The MyOfficePlace LTD. Support Services portfolio provides deep expertise, innovative support technology, and customer focus through a portfolio of flexible offerings designed to help you optimize IT infrastructure and manage IT risk.

### **Basic Maintenance**

Basic Maintenance is our free support option including hardware diagnostics; hosted server power reset; UPS redundant power; hosted server availability monitoring; proactive server support; OS patches and updates.

### **Essential Support**

In addition to Basic maintenance, Essential Support provides around-the-clock access to MyOfficePlace LTD technical experts, with faster response times than Basic Maintenance; immediate response to Emergency Support Tickets; OS security hardening; business hours phone support; connectivity troubleshooting; data restore from the backup; firewall port management.

### **Business Critical Services**

Business Critical Services is designed for customers that have minimal tolerance for service interruption and to provide a wide range of options from a higher level of responsiveness to personalized, proactive services that are distinct in the industry. This comprehensive approach offers you three coverage levels, Business Critical Services Advanced Access, Business Critical Services Remote Product Specialist and Business Critical Services Premier Services. All of these services build upon each other to support increasing levels of availability.

## 2. Support Services offering matrix

Enterprise Support Services	Basic Maintenance	Essential Support	Business Critical Services		
			Advanced Access	Remote Product Specialist	Premier
Severity one response target following acknowledgement	Within two business hours	Within 30 minutes	Within 15 minutes	Within 15 minutes	Within 10 minutes
Telephone access to support experts		8 a.m. – 5 p.m. during regional business hours	24 hours, seven days a week, 365 days a year	24 hours a day, seven days a week, 365 days a year	24 hours a day, seven days a week, 365 days a year
Email support	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Health check services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Direct access to advanced line technicians		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Priority call queuing			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Remote Product Specialist				<input checked="" type="checkbox"/>	
Business Critical Account Manager			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Access to a pool of Business Critical Engineers					<input checked="" type="checkbox"/>
Tailored account support plan					<input checked="" type="checkbox"/>
Account reviews				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Account case history reports				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Free software upgrade		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Disaster recovery testing support			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Proactive enhancement services			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Monthly or Hourly service change	Free	\$150.00 p/month or \$65.00 p/hour	\$375.00 p/months or \$100.00 p/hour (minimum 25 hours)		

### 3. Business Critical Services support

As noted above, MyOfficePlace LTD. Critical Services is designed for companies that have minimal tolerance for service interruption and provides a range of options from the highest level of responsiveness to personalized, proactive services that are unparalleled in the industry. Business Critical Services comprehensive approach offers you a variety of packages that provide exceptional flexibility and scalability to meet your unique and diverse support requirements.

#### ***Additional information***

This Business Critical Services describes processes and procedures applicable to Business Critical Services. Business Critical Services is delivered pursuant to the terms and conditions reflected in a Certificate or a manually executed Business Critical Services agreement, as applicable; and Enterprise Technical Support Policy; and, other relevant policies. Any terms used in this Business Critical Services shall have the meaning set forth in the Certificate, Business Critical Services agreement, and the Technical Support Policy.

#### ***Maintenance requirements***

Business Critical Services is only applicable to eligible software/hardware in production environments, as those terms are more fully defined in the Certificate or Business Critical Services agreement. A customer may only subscribe to receive Business Critical Services during such time as the customer has and maintains a valid support agreement for Essential Support for the provided services. This requirement is separate from and does not change customer's obligation to maintain and pay for Essential Support for other services under any other agreement between MyOfficePlace LTD. and customer.

All Business Critical Services offerings provide customers with direct access to senior MyOfficePlace LTD. Technical Services Experts, priority call queuing, and accelerated response targets for initial response. Additional features for each package are set forth below:

#### **Business Critical Services Advanced Access**

Business Critical Services Advanced Access offers customers the following key features:

- Expedited access to advanced line experts
- 24 hours a day, seven days a week priority case queuing and handling
- Accelerated response targets

#### **Business Critical Services Remote Product Specialist**

The Remote Product Specialist offering is ideal for enterprises that operate one MyOfficePlace LTD. product family across multiple machines and networks. The Remote Product Specialist offering provides a designated technical point of contact who is an expert in a particular product family. The expert manages your product-specific critical issues during local business hours and is backed by a team who will assist for service needs outside of local business hours. This offering includes:

- Direct access to a designated product specific technical expert backed up by a team of advanced line experts.
- Deep product knowledge results in rapid issue diagnosis and enables us to address your problem quickly.

#### **Business Critical Services Premier**

Business Critical Services Premier is MyOfficePlace LTD. premium support offering. It combines best in class personalized proactive and reactive services with expedited response targets to help minimize customer IT risk and maximize uptime. Business Critical Services Premier offers fully customizable solutions that can be configured to meet customer's unique requirements. Business Critical Services key deliverables include:

- **Business Critical Account Manager** is a designated named resource focused on your business success and backed by a remote team of advanced support experts.
- **Business Critical Engineers** provide you with the highest level of technical expertise available from MyOfficePlace LTD, and a comprehensive set of proactive and reactive services provided remotely to assist you in meeting the ever-increasing demands of your critical production environment(s).
- **Enhancement services** gives access to a portfolio of proactive services that are designed to help you maximize the efficiency and productivity of your MyOfficePlace LTD. products.
- **Priority response** offers an inside track to the most experienced MyOfficePlace LTD. support technicians.
- **Proactive ownership** of critical issues by your Business Critical Account Manager, helping you drive critical issues to resolution.
- **Tailored support planning** to outline your unique support requirements.
- **Account reviews** to evaluate progress against the account support plan, discuss open issues, and to make any necessary plan changes to continuously help improve the support of your MyOfficePlace LTD. technologies.
- **Case history reporting** to identify recurring support issues and trends and reveal areas where improvements can be made.

Further details regarding the Business Critical Services Premier offerings can be found at Business Critical Services; Service Descriptions, alternatively you can contact your designated Business Critical Account Manager or Business Critical Engineer who would be happy to answer any questions that you may have.

### **Business Critical Services Account Team**

As a Business Critical Services Premier customer, you are entitled to receive 24 hours a day, seven days a week, 365 days a year account management services from MyOfficePlace LTD. Your support team includes a Business Critical Account Manager, as well as access to Business Critical Engineers that possess advanced knowledge of the MyOfficePlace LTD. product portfolio and the skill-sets to provide enhanced technical services available under the offering purchased. Your Business Critical Services team is complementary to the Enterprise Support Services organization that delivers your standard support services. Together, the Business Critical Services and Enterprise Support Services organization deliver more rapid responses to your critical situations, and offer proactive services to help you avoid unplanned outages.

### **Your Business Critical Account Manager: Working with you**

Your Business Critical Account Manager serves as the focal point for your relationship with MyOfficePlace LTD. Enterprise Support Services organization. Business Critical Account Manager activities may include gathering information to profile your environments for faster case resolution; assisting in upgrade planning for MyOfficePlace LTD. applications, and general facilitation of contact between your organization and MyOfficePlace LTD. The Business Critical Account Manager's goal is your satisfaction; as such, the Business Critical Account Manager will serve as your advocate within MyOfficePlace LTD., manage technical resolution of critical issues, and help you escalate cases as necessary. To proactively support your organization, the Business Critical Account Manager may identify the need for MyOfficePlace LTD. - related training, education, or professional services. The Business Critical Account Manager acts as a liaison with the Business Critical Services pool of Business Critical Engineers, and helps to coordinate delivery of MyOfficePlace LTD. services so that such services are delivered on schedule. Depending on the level of service purchased, your Business Critical Account Manager will provide either semiannual or monthly account reviews to evaluate progress against your account support plan, discuss open issues, and make any necessary plan changes to continuously help you improve the support of your cloud environment solutions. The Business Critical Account Manager also serves as a named contact who is alerted on a 24 hours a day, seven days a week basis when a Severity 1 Case has been logged and serves as the point of contact for providing Case Management assistance. With the exception of certain account reviews, Business Critical Account Manager services are generally delivered remotely.

### **Contacting Your Business Critical Account Manager**

Your Business Critical Account Manager is available to you 24 hours a day, seven days a week for high severity situations and an alternate Business Critical Account Manager is aligned to assist you when your named Business Critical Account Manager is not available. Your named Business Critical Account Manager will provide you with their contact information and alternate contact information in the event they are not available.

### **Premier offerings entitlements**

Your Business Critical Services Premier has been tailored to meet your specific needs. Your Certificate or manually executed Business Critical Services Premier Services agreement will outline the number of days your Business Critical Account Manager will be available to you during the term of service purchased. Your Premier support solution includes a minimum of 25 work days of Business Critical Account Manager time per annual period. Additional Business Critical Account Manager time is available for purchase as needed.

### **Your Business Critical Engineer: Working with you**

Your Business Critical Services agreement entitles you to indirectly access a pool of Business Critical Engineers via escalations reported by your Business Critical Account Manager. Business Critical Engineers are product centric, and are available based on the products eligible for coverage under your Business Critical Services agreement. The Business Critical Engineers are available 24 hours a day, seven days a week to respond to critical situations that have been escalated by your Business Critical Account Managers. Business Critical Engineers are also available to deliver the portfolio of proactive/reactive services that can be used in exchange for your Premier Points.

### **Business Critical Engineer Pool: Level of service**

The pool of Business Critical Engineers offer remote technical advocacy for Severity 1 Cases. Teaming with your Business Critical Account Manager, the pool of Business Critical Engineers review and monitor these Cases. The Business Critical Engineer technical expertise can provide valuable input to the MyOfficePlace LTD. Enterprise Support Services organization to help expedite resolution.

### **Designated Business Critical Engineer: Level of service**

If required, a named, assigned, part-time, Dedicated Resident or Dedicated Remote Business Critical Engineer can also be purchased as an add-on option to augment your support solution. A designated Business Critical Engineer is able to personalize your support experience as they have an in-depth understanding of the MyOfficePlace LTD. products for which you have purchased Business Critical Services. Your designated Business Critical Engineers will also maintain comprehensive

knowledge of your specific environmental technologies, including operating systems, network topologies, and infrastructure, hardware, and systems integration.

The designated Business Critical Engineer is also active in the account-planning process and provides technical input to any account reviews provided by your Business Critical Account Manager.

A Dedicated Resident Business Critical Engineer provides Business Critical Services primarily at a designated customer location. A Dedicated Remote Business Critical Engineer provides Business Critical Services primarily from a MyOfficePlace LTD. facility.

### **Business Critical Engineer Proactive Services**

Your Business Critical Services Premier Services agreement entitles you access to a number of proactive services. These services are offered in exchange for Premier Points and can be delivered either remotely or onsite. Examples of these services are as follows:

Technical services which offers on-site or remote support during the execution of a MyOfficePlace LTD. product upgrade. The Business Critical Engineer will be available either on-site or remotely to engage if issues requiring support occur during the upgrade. Prior to the upgrade, the Business Critical Engineer will review the plan and offer technical recommendations.

### **Your Remote Product Specialist: Working with you**

#### ***Assigned Remote Product Specialist***

Your Remote Product Specialist is your assigned point of contact for support on all products within a specific Product Family during local business hours. When you purchase the Remote Product Specialist offering, a named Remote Product Specialist will be assigned to work with your team (up to 6 Designated Contacts) and you will receive up to 48 work days of support, or approximately 1/5 of their available time.

Once assigned, your Remote Product Specialist will host an introduction call to meet your team and to gain an understanding of your environment (products deployed, configuration, versions, etc.) and how your company conducts business (change controls, key deliverables, and security requirements, etc.). Your Remote Product Specialist uses this information to expedite troubleshooting and to tailor the support and the information they provide to meet your specific needs and concerns.

Your Remote Product Specialist will provide you with information on how to open a case, both during and outside local business hours, along with their contact information, your contract information, and escalation points of contact.

During your local business hours, you will have direct access by phone and email to your named Remote Product Specialist.

Outside of local business hours, or in the event the Remote Product Specialist is temporarily unavailable, you can access our team of advanced technical experts by calling your regional Enterprise Support Center at the number listed at Contact Technical Support. The Dedicated Remote Product Specialist provides all the benefits described above in the Assigned Remote Product Specialist section, but the Dedicated Remote Product Specialist is fully dedicated to your company, providing up to 220 work days of technical support per annual period.

## **4. How to get support**

### **General information**

#### **Self-service options**

The following self-service options are available to all customers at ***MyOfficePlace LTD. Case Management Portal***

MyOfficePlace LTD. offering to all customers web based technical support portal that allows you to directly communicate with Enterprise Support to initiate, track, update and close service requests, as well as review your closed cases and their resolutions. MyOfficePlace LTD. web based technical support portal can be easily accessed at <http://support.myofficeplace.net>

#### **Telephone support**

Telephone support for Business Critical Services customers allows you to contact your local MyOfficePlace LTD. Enterprise Support Services center about any Problem 24 hours a day, seven days a week, 365 days a year.

#### ***Registering or updating designated contacts***

You must register your designated contacts at the MyOfficePlace LTD. Licensing Portal, using the serial number shown on your Support Certificate. Use the following link if you do not have your Support Certificate handy and want to register your designated contacts, or if you wish to update your list of Designated Contacts.

In order to provide timely support, it is important that you keep your Designated Contacts information accurate and up to date.

## Severity levels

You will be responsible for determining the initial Severity Level of each problem you log with us. The Severity Level reflects your assessment of the potential adverse impact to your business and needs to match the Severity Level definitions described below. If we determine that the Severity Level assigned to your case does not align with our definitions, we will recategorize it to reflect those definitions. As your case progresses, the seriousness of your problem may change and may no longer match the initial Severity Level you assigned. In such cases, we will also reclassify your case, to reflect our definitions, and will handle your case in accordance with the corrected Severity Level.

Severity Level	Impact or significance of problem	Response target following acknowledgement
Level 1	“Severity 1” or “Severity Level 1” means a problem has occurred where no workaround is immediately available in one of the following situations: (I) your production server or other mission critical system is down or has had a substantial loss of service; or (ii) a substantial portion of your mission critical data is at a significant risk of loss or corruption.	Within 15 minutes
Level 2	Problem has occurred where a major functionality is severely impaired. Your operations can continue in a restricted fashion, although long-term productivity might be adversely affected.	Within 2 hours
Level 3	Problem has occurred where there has been a limited adverse effect on your business operations.	Within 6 hours
Level 4	One of the following: • Problem where your business operations have not been adversely affected • A suggestion for new features or an enhancement regarding the Licensed Software	By same time next Business Day

## Submitting a case

If you identify a Problem with your licensed MyOfficePlace LTD. software, contact us electronically via the Web or at the phone numbers given in this Business Critical Services Handbook. You will need to provide us with all relevant diagnostic information that we may require to replicate or address your problem - such as product or system information, log files, configuration information, error messages, and details about your Software Version installed. You will need to initiate a separate case for each problem, and we will assign a unique case identification number to each case in our global tracking system.

When you contact us to follow up on your case in addition to your Support ID or Contact ID, we will need your Case ID.

## Information to provide

### Company and contact information

- Your company name to indicate your entitlement under support offerings you have purchased
- Location
- Confirmation that you are a designated contact for the MyOfficePlace LTD. product under the Business Critical Services agreement
- Name, email address, phone and extension, or pager number

### System and software information

- System type and operating system/version
- Software serial numbers
- Network and/or RDBMS platforms
- System configuration
- Software revision levels
- Node ID/Host ID (if applicable)

### Event and process information

- Logs

- Traces
- Screen dumps

**Severity level**

- Refer to the Severity Levels in this Business Critical Services Handbook and assign a Severity Level of 1 to 4 to the problem.

**Concise summary of the problem you are experiencing**

**Note:** Be sure you have direct access to the system you need us to troubleshoot.

When you log a case via MyOfficePlace LTD. you will follow this basic 3 step workflow:

Step 1	Step 2	Step 3
Select a category	Provide details	Submit the case

Case management is broken into several key activities. The first activity is when we acknowledge (“Acknowledge”) that you have contacted us by email.

When we acknowledge the problem electronically, we will verify your entitlement to receive Support Services, and note the Severity Level you assign to the problem.

**Monitoring and updating a case**

The Technical Support Expert managing your case will update you on your case’s status and maintain a current plan of action

**Case closure**

We will close a case under the following circumstances: (a) we have provided a solution that addresses your problem; (b) you have told us that you no longer need us to work on the problem; (c) we both agree to close the case; (d) if we have repeatedly tried to contact you about your problem and you do not respond; (e) if we make a good faith determination that the problem is likely not resolvable even with the investment of reasonable time and resources; or (f) if we determine that your software is operating materially in accordance with its documentation. We will consider your problem resolved if (g) we have advised you to download a Patch or Software Version Upgrade that we believe will resolve your problem, or (h) we have explained that we may consider addressing your problem in a future release, (h) we feel the problem is not caused by the Symantec software (i) a work-around mitigates the issue or (j) that we are closing your case for other reasons under our standard business processes. If you still need assistance on the same problem after we have closed a case, you may reopen the original case (if it has not been closed for more than 10 calendar days) or open a new case.