

# Servasure

## Enterprise Managed Mobility Standard Support Description

SERVASURE's EMM Standard Support Service has been designed to provide organizations with the assistance they need to overcome issues with their EMM implementation. Our engineers and Technical Consultants will work with your IT team to find fast and permanent solutions.

From the time of registering the incident to the resolution of the incident all actions will be recorded on the SERVASURE Call Management system.

The process for registering an incident, or requesting an update on an existing incident, is described below.

The support contract will describe what is covered, the level of cover and the SLA's.

The Welcome Pack will describe in more detail contact information and the process for raising an incident.

### Process Overview

#### [When to contact SERVASURE Support?](#)

If you have a problem with your EMM implementation, would like an update on a previous support call or have some new information about an existing incident then you can contact the SERVASURE Helpdesk. This section describes what is covered and what is not covered by the support contract.

#### [How to contact SERVASURE Support?](#)

If you have an in-scope incident to report, see summary below of what is covered and what is not covered by the agreement, an authorized person should contact the SERVASURE Helpdesk, using the contact phone numbers or email address provided in the Welcome Pack, and supply incident related information as described in this section. N.B. Where there are exceptions to what is covered detailed in the Agreement, they supersede this document.

#### [Who can contact SERVASURE Support?](#)

Two authorized contacts per customer, who have been trained to administer their EMM server(s).

N.B. The names of the authorized contacts can be changed to alternative trained contacts once every three months.

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## Prior to calling SERVASURE Support.

Before contacting the SERVASURE Helpdesk:

- Check the correct functioning of the mobile device/laptop/PC.
- Check SIM provisioning and cellular network availability. Contact your network operator if necessary.
- Report any device hardware problems to the device supplier.
- Check the configuration and functioning of the EMM server(s), local network, firewall and Internet connectivity.

## Registering an Incident.

When you register the incident the Helpdesk operator will record the incident information you supply and provide you with a unique call reference number, which will be used in any further communication relating to this incident. To register an incident, you will need the following information:

- Company name
- Contact name
- Contact information
- Description of the fault
- Does it affect all users?
  - If not, provide details of the users affected
- Severity/Impact
  - Does it affect all users, a group of users or an individual user?

The Helpdesk Operator may ask for additional information to help resolve the problem and ensure it is handled effectively.

## Prioritizing a Service Request.

Once logged it will be prioritised based on the criteria within your support contract. In general, this will be dependent on whether the incident affects the whole system, a group of users or a single user, however, the Service Level Agreement (SLA) will include any specific response times.

During the management of the incident, it may be necessary to involve a third party. In this case, SERVASURE will assist the customer with any communications with the third party, however, where the resolution of an incident requires the involvement of a third party the SLA's within the agreement may not apply.

## Incident tracking and escalation

Throughout the life of an incident, all associated actions and communications will be recorded on the SERVASURE Service Management System. All information will be stored in order to help future problem solving.

The SERVASURE Service Management System monitors activity against the contracted SLA and will alert our management team if any SLA's are not being met.

## Service Levels.

Service levels are defined within the specific support agreement, including hours of cover, which are normally UK standard business hours i.e. Monday to Friday, 09.00 to 17.00, excluding UK public holidays.

## What is covered

- Problems with the EMM implementation, excluding hardware failure
- Problems performing admin tasks including:
  - Adding and removing users
  - User enrolment
- Half yearly Health Checks – see details below
- Quarterly Account review calls – see details below

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## What is not covered

- Software upgrades
  - *SERVASURE can provide technical consultancy to perform or assist the customer with installing software upgrades to the EMM servers. These consultancy services will be charged at the standard SERVASURE consultancy rate, or at a rate agreed within the support agreement.*
- Network infrastructure or provider issues
- Hardware problems
- Network coverage issues of the mobile device
- Roaming and Wireless network access issues
- Handheld operating system issues
- Third party applications
- Problems arising from customer applying changes or updates to the server on which EMM software is installed
  - *SERVASURE will assist with such incidents but they may be subject to additional charges.*

## Types of call

- Report a new Incident
- Request the status of an existing incident
- Update or close an existing incident
- Request for information about the EMM solution and software
- Request for a change, additional charges may apply.

## Health Checks

As part of the support package SERVASURE support engineers will perform half yearly Health Checks to ensure the solution is working correctly. These will be performed remotely. As part of the Health Check the SERVASURE Support engineer will check the version of EMM software installed on the customer's servers and advise if an upgrade is available and required, review the EMM server logfiles for any errors and review the licence utilisation. A Health Check report will be issued to the designated customer contact. Any issues highlighted will be discussed on the next quarterly Account Review call.

## Account Reviews

The SERVASURE Account Manager, or their representative, will have quarterly Account Review calls with the designated customer contact. The Account Review calls will include such things as reviewing any feedback and/or recommendations highlighted in the Health Check report, discussing any current and future customer requirements and any planned or potential changes to the customer environment and how they may affect the EMM implementation.

## Contact

Call us on

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or email us at [Solutions@servasure.co](mailto:Solutions@servasure.co)