ICTNETWORKS

ICT-Care
User Guide

Contents

Opening a Support Case with ICT Care

ICT Networks' Customer Service Centre is your focal point of contact for post sales technical and network-related questions and issues on ICT Care supported products 24x7x365.

You can open a Support Case with ICT CARE via our website, email or by telephone.
- Visit www.ictnetworks.com.au/support and select 'Request Support' (preferred)
- Email: support@ictnetworks.com.au
- Telephone: 1300 ICT NET (428 638)

Self-Help Online Tools/Resources

For quick and easy problem resolution, I CT Networks has designed an online self-service portal called the Customer Service Centre that provides you with the following features:

ICT Networks can facilitate access to the following:
- Vendor Knowledge Bases. Search thousands of articles including configuration assistance, known issues, interoperability and compatibility information.
- Forums: Join a community of network professionals and discuss issues, ideas, and tips.
- Software Updates
- Reference Architectures

Sign into ICT Network's Customer Service Centre to access:
- Complete online ICT Care Case (support request) management and ICT Care case history.
- Service entitlement by product serial number including contract renewal dates etc.
- Asset management module, including all ICT purchased equipment, software, licenses, their purchase date, installed location and service history.

[1] Please Note: Services vary by vendor. You may require a vendor provided username and password to access some services.

The Customer Service Centre can be found at www.ictnetworks.com.au/support by selecting 'Access Portal'.

CUSTOMER   ## ONLINE TOOLS

Is there a critical outage?

No → Utilise ICT Networks online support tools for efficient and quick problem resolution

Yes →

1. Knowledge base
2. Technical documentation and literature
3. Download software releases for contracted products
4. White papers
5. Product security notices

Did the online tools solve your issue?

No →

Yes ↓

Thank you for using the online tools and ICT Care.

ICT CARE

ICT Care works with our vendor partners Development Engineering and the Global Escalation team to resolve your issue

Open a case online via the Customer Service Centre

↓

ICT Care provides 24x7 support

↓

Did ICT Care resolve the problem?

ICT Care Customer Service Team

The ICT Care Customer Service Team consists of a number of groups within ICT Networks and our vendor partners, all working together to quickly answer questions and resolve network issues. In addition to the ICT Care team, there are three other primary support groups that make up the Customer Service Team: Vendor Advanced TAC's, Vendor Customer Care and Logistics.

Vendor Advanced TAC's

Vendor Advanced TAC provide level 3 hardware and software support as well as assisting ICT Care quickly and effectively to address Support Cases. ICT Care works closely with our Vendor partners Advanced TAC teams around the globe, especially in identifying product defects such as software bugs.

Customer Care

ICT Care is available on a business hours basis to anyone who requires non-technical assistance for the following types of issues:

- Entitlement of technical support
- Customer Service Centre account registration
- Product registration
- Activation of support e-certificates
- Downloading software within the vendor's Customer Support Centre
- License key management
- Warranty and contract questions and issues
- Transfer of product ownership
- Resolving incorrect shipment issues
- Export compliance
- RMA status enquiries
- Time and material support sales
- Self-service enablement
- Hardware, Maintenance and Support or Service quotations.

Logistics

If ICT Care determines that your product is defective, a Return Material Authorisation (RMA) may be issued. Following this you will receive instructions and status on your RMA via e-mail.

REPORTING AND RESOLVING PROBLEMS WITH ICT CARE

Technical Support Entitlements

Any customer who has an ICT Care Technical Services contract or has purchased a product that is covered under a product warranty from an ICT Networks vendor is entitled to utilise ICT Care. To verify support entitlements for your product(s), please visit www.ictnetworks.com.au/support and select 'Access Portal', and enter your username and password enter the serial number of the unit in the search field and press 'Enter'. If your product is not currently covered under a support contract and you would like to learn about our services and their benefits, please contact ICT Networks during business hours on +61 2 9078 7700.

Table 1: Priority Ranking Guidelines for Support Cases

PRIORITY	ICT RESPONSIBILITIES	CUSTOMER RESPONSIBILITIES	EXAMPLES
P1: Critical	Resources dedicated 24 x 7 x 365 until resolution or workaround in place.	Designated resources that are available 24 x 7 x 365*. Ability to provide necessary diagnostic information. *If the assigned ICT Care engineer cannot reach the customer within 1 hour, the priority will be lowered.	Total loss or continuous instability of mission critical functionality. Network or system is down causing users to experience a total loss of service. Inability to use a feature or functionality that is currently relied upon for mission critical functionality.
P2: High	Resources available Monday through Friday during local business hours until resolution or workaround in place.	Resources available Monday through Friday during local business hours until resolution or workaround in place. Ability to provide necessary diagnostic information.	Issues that are impairing, but not a total loss of mission critical functionality. Intermittent issues that affect mission critical functionality. Inability to deploy a feature that is not currently relied upon for mission critical functionality. Loss of redundancy of critical hardware component.
P3: Medium	Resources available Monday through Friday during local business hours until resolution or workaround in place		Issues in the network or on the system that are not causing impact to mission critical functionality. Non-repeated issues that have impacted mission critical functionality but have since recovered. Issues seen in a test or pre-production environment that would normally cause adverse impact to a production network. Time sensitive questions or information requests. Workaround in place for Priority 1 and Priority 2 issues.
P4: Low	Resources available Monday through Friday during local business hours until resolution or workaround in place.		Information requests. Standard questions on configuration or functionality of equipment.* Includes non-urgent RMA requests. Cosmetic defects.
P5: Informational	Resources available Monday through Friday during local business hours until resolution or workaround in place.		Notification of upcoming scheduled network maintenance that may impact service or generate automated system alerts.

*Information and configuration advice provided under ICT Care is to be offered at ICT Network's discretion.

Non urgent Technical Support Cases

Support Cases can be opened on the Web using the Customer Service Centre. Visit www.ictnetworks. com.au/support and select 'Request Support'. This option should be used for any technical inquiry or product problem, including RMAs. You must enter some information regarding your product and the problem you are reporting. After entering the requested information, enter the Captcha code and select 'Submit' to open up a Support Case with ICT Care. The Support Case is routed directly to a technical support engineer and you will receive a confirmation email advising of your case number. Support Case examples include:

- Defect (bug) reporting
- RMA processing
- Configuration assistance
- Standard network troubleshooting

To access the Customer Service Centre go to www.ictnetworks.com.au/support and select the 'Access Portal'.

Urgent Problem Reporting

The next level of problem reporting into ICT Care is priority problem reporting. Use this process if you have a network-down or network-impaired situation.

- Visit www.ictnetworks.com.au/support and select 'Request Support'.
- Email: support@ictnetworks.com.au
- Phone: 1300 ICT NET (428 638)

Escalation of ICT Care Support Cases

If for any reason you are not satisfied with the progress of your Service Request, you can escalate the Service Request at any time by clicking the 'Escalate Case' link included in header of support case email messages.

File upload procedure

Any large files that need to be uploaded to ICT Care can be uploaded via the file repository which can be accessed via the link automatically provided after a support case is opened. Shortly after the case is opened an email will be received that details how to access the file repository. A case update email will be sent immediately after file(s) are uploaded and will include a SHA1 hash of the file.

Product Defect (Bug) Reporting Process

Please check the product Release Notes for the latest information on known issues or existing bugs with hardware and software. Any new and suspected product defects (bugs) found in the field should be reported to ICT Care using the problem reporting procedure described above. ICT Care verifies all issues before they are escalated to the vendors TAC, and all known product defects are documented.

Feature Enhancement Requests

All feature enhancement requests are directed to a vendor Systems Engineer (SE). These requests are then forwarded to the Vendor Product Management team. All feature enhancement requests are managed and prioritized by the vendor. If a reported ICT Care issue results in a feature request, ICT Care notifies the appropriate account team within the vendor and will provide you updates of the request's progress as notified.

RMA Process

For hardware troubleshooting and product replacement, an ICT Care Support Case should be opened. If a hardware failure is determined to be the cause of the problem, or if a hardware repair/replacement is required for any other reason, ICT Care will create a RMA with the vendor. The RMA is dispatched via Vendor Logistics to validate entitlements and then process the RMA accordingly. Once the RMA has been confirmed, you may receive an email with details of delivery status and/or return instructions. Please see the RMA procedures section of this document for additional information.

Hardware Replacement Service Levels

TABLE 2 : Hardware Replacements

CASE PRIORITY	DEFINITION	HARDWARE REPLACEMENT TARGET
Advanced Replacements: Same Day	Hardware replacements will be delivered to the ship-to address, 24 hours a day, 7 days a week, within 4 hours of issuance of RMA In advance of receipt of defective hardware. "Same-Day" is subject to availability	Same Day
Advanced Replacements: Next Busines Day	Hardware replacements delivered to the ship-to address in advance of receiving returned defective hardware within the next business day if vendor issues an RMA by 3pm (local TAC time). "Next-Day Delivery" is subject to availability.	Next Business Day
Return To Factory (RTF)	Vendor will replace or repair the hardware identified in the RMA and ship the replacement or repaired device, as applicable, to the Ship-to Address within 10 business days after vendor receipt of the defective device at the specified RMA return location. The repaired or replacement hardware may be shipped from a regional distribution centre.	Hardware replacement time is dependent on the return of defective device.

USING ICT CARE

Opening a Support Case

Before opening a Support Case, it is advised that the following information is available:

- Serial number
- Definition of the problem in detail
- Priority level and impact of the problem (see "Priority Management" section for complete priority level definitions)
- Software version
- Appropriate configuration, log and/or debug data
- Current network topology (not required but highly recommended for speeding up the troubleshooting process for P1/P2 Support Cases)
- Remote access for ICT Care engineers to log into the hardware, if required.

Please refer to the following procedure for reporting a problem via ICT Networks Customer Service Centre:

1. Login to the ICT Networks Customer Service Centre (www.ictnetworks/support)
2. Select 'Request Support' and fill in the appropriate fields.
3. When you are finished, select Save and a Service Request number will be provided.
4. An ICT Networks engineer will contact you per the Response and Communication Guidelines in Table 2.

Tracking Support Cases or RMAs

If you have purchased an ICT Care support contract, you can track your Support Cases and RMAs via email and/or the Customer Service Centre.

If you have raised a Support Case you will be kept up to date on ALL progress, including vendor's TAC progress (where a case has been escalated) via email. The ICT Case service desk email tracking system allows you to add other interested parties, both internal and external to your organisation. Simply CC the parties you wish to be updated on the support case in your email response to a case update. All copied parties will be copied into all further Support Case updates.

Updates are also available via the Customer Service Centre via www.ictnetworks.com.au/support. Select the Customer Service Centre button and select 'Access Portal'. Sign in using your email address and password. If you have not registered to access Customer Service Centre, select 'New User?' and fill in the requested information. A password will be emailed to you within 24 hours. Within the Customer Service Centre home page, select the Support Case tab and select your required Support Case number. Note that the Customer Service Centre also includes a history of all Support cases opened with ICT Care.

Support Case Workflow within ICT Care

Once a Support Case is opened with ICT Care, an ICT engineer is assigned and will resolve the issue as quickly as possible. The engineer will update you via email and/or phone. All case note updates will be emailed to the case team in real time and are also viewable by customers via the Customer Service Centre. If escalation is required, the Support Case is assigned to an appropriate subject matter expert

within the vendor's TAC who works with ICT engineering to completion. This engineer may engage other resources within the vendor TAC and with engineering teams that have additional product and technology knowledge specific to your Support Case to help resolve the issue in a timely manner. The ICT Care Engineer remains the Support Case owner and acts as your primary interface for the duration of your Support Case.

ICT Care Engineer Responsibilities

Once you have initiated a Support Case with ICT Care, the ICT Engineer will take the following actions:

- Take ownership of the Support Case.
- Begin troubleshooting, diagnostics, and problem replication as appropriate.
- Provide you with periodic updates on problem status and escalate the problem as required according to escalation management guidelines, or updates at your request.
- Generate a RMA if the ICT engineer or vendor TAC determines that your product is defective.
- Close the Support Case when you agree that the problem has been resolved.

You can monitor the Support Case progress via email or by logging into the Customer Service Centre.

Resolution Process

The assigned ICT Networks Engineer will make use of all required resources to provide a resolution to the reported problem. Where a resolution is not readily available, the ICT Engineer will look for ways to work around or mitigate the impact of the problem until a resolution is available.

You can log into the Customer Service Centre and obtain updated status information on your Support Case.

As part of the resolution process, the ICT Engineer may take any of the following steps:
• Review configuration/debug information to identify resolution of issue
• Replicate the scenario/issue in the ICT lab (where possible)
• Troubleshoot live on the affected equipment
• Create an RMA where the cause of a problem is related to failed hardware
• Create an Engineering Defect (problem report or bug) where the cause appears to be a product defect.

Defect Resolution Process

Any software product defects (bugs) found in the field should be reported to ICT Care using the ICT Care Technical Problem Reporting Procedures described above. Once verified to be a software defect, the ICT Engineer will open a problem report with the vendor TAC. A problem report number will be assigned and communicated back to you. The defect will be noted in your Support Case so that you can view the status of the defect online (where possible).

The ICT Engineer will continue to work with you to determine if a workaround is required until a resolution can be provided in the software. If a fix is required in a shorter time frame, the ICT Engineer can work with you and the vendor TAC to determine if an interim release can be provided.

Customer Communications Guidelines

The chart below provides ICT Care targets for providing responses and communication to customer issues. These targets are based on the priority assignment of the Support Case.

Table 3: Response and Communication Guidelines

CASE PRIORITY	INITIAL RESPONSE TARGET	UPDATE FREQUENCY*
P1	Within 1 hour	Updated every 4 hours
P2	Within 1 hour	Updated each business day
P3	Within 8 hours	Updated every 3 business days
P4	Within 24 hours	Updated once per week
P5	Within 48 hours	Updated once per week

*Or as otherwise negotiated with you. Each issue is unique and carries a different set of complexities and challenges. ICT Networks will make all reasonable efforts to provide a response within the assigned target.

RETURN MATERIALS AUTHORIZATION (RMA) PROCEDURES

Requesting an RMA

To request an RMA, please contact ICT Care. If no active support contract exists, you can purchase time and materials service via the Customer Support team via the Contact Us Form on the ICT Networks website (www.ictnetworks.com.au/contact).

RMA Troubleshooting

Troubleshooting of the affected unit is conducted before an RMA is issued to confirm that the unit is defective. The following process typically takes place:

1. Customer contacts ICT Care.
2. ICT Engineer conducts diagnostics.
3. If the product is determined to be defective, the ICT Engineer creates an RMA with relevant vendor TAC
4. The unit is returned to the vendor for repair, or the replacement unit is received with instructions on how to return the defective unit (this is dependent on your ICT Care hardware replacement service level agreement as defined in Table 2.0).

Handling of Returned Goods

Whenever a product is determined to be defective, an RMA is generated. All returns must be processed using this RMA number and addressed following RMA templates.

Important: Label the outside of the box with the RMA number to ensure proper and efficient tracking and handling.
Please note that if any equipment arrives at the vendors shipping and receiving dock with an un-numbered RMA and the equipment serial number cannot be verified against an existing RMA, the equipment will not be accepted and will be returned to sender at the sender's cost.

Returns Not Received

You have 10 business days to return the defective part under an advanced replacement RMA. After 10 business days, ICT Networks has the discretion to charge you at full list price for the non-return of a defective part. This notice is included in the confirmation of the RMA that is sent to you on the date of issuance. RMAs that are "not received" can occur in one of the following ways:

- The return is received after 10 business days and processed in the normal manner by the vendors RMA repair and return department.
- You decide not to return the equipment and the RMA is canceled when you issue a purchase order for the specified equipment.
- You claim the return and submit a proof of delivery to ICT Care.

ICT NETWORKS PROFESSIONAL AND RESPONSE SERVICES

Overview

ICT Networks provides flexible service offerings that deliver mission critical support and professional services for hardware and software products around the clock, 365 days a year. These tailored offerings keep your network running reliably, reduce network risk, lower operational costs, and protect your network investment.

Upgrading your ICT Care Services Contract

As your business expands, your needs evolve. ICT Care recognises this and provides a comprehensive way for you to adapt to new business requirements and take advantage of the different features and levels of coverage provided in ICT Care Services.

Please contact your ICT Networks Sales Representative or submit a contact form via our website and allow us to assist you in upgrading your ICT Care Services contract to ensure that you are receiving the comprehensive and industry-leading support that your business requires.

Providing Feedback

Your feedback is important for letting us know how we are performing. Please provide any feedback on ICT Networks support case handling via our Contact Form on our Website. Please include your Support Case ID and RMA identification if applicable.