

## **INCIDENT-BASED SUPPORT POLICY**

### **What is Incident Support?**

Incident Support is an easy, flexible means of purchasing support for issues not covered by Annual Software Contracts or Facility Management Agreements. The issues generally will relate either to TriForce XP within the context of your network, to the installation of a new server, or to network administration in general. In other words, Incident Support covers those instances when Systemgroup assistance is required for non-Annual Software Contract/non-Facility Management Agreement issues.

### **What is a Support Incident?**

A Support Incident is a single, specific, issue based support request of TriForce XP support personnel originating from a customer by telephone, fax, email, or internet communication. A request that raises multiple issues will generate the need for and consumption of multiple Incident Supports. Systemgroup's Incident Support system allows you to email or call our "Help Desk" during normal business hours, Monday to Friday, until your incident (issue) is resolved and/or closed. Incident Support excludes field support.

Incident support can be characterized in several different ways, but is always categorized as Incident Support.

### **How can I purchase Incident Support?**

For convenience and cost-effectiveness, you may purchase Incident Support individually as needed or, more economically, in advance in Packs. Incidents will be accepted on either approved Purchase Orders or email from an authorized officer of your company.

TriForce XP users with valid Annual Software Contracts are entitled to two (2) *free* Incident Supports per calendar year, not to be carried over.

### **What is the life of an Incident Pack?**

A single Incident Support must be used (initiated) within 30 days of purchase; each Incident Support in a Pack must be used (initiated) within one year from the date of purchase of the Pack.

**How do I initiate an Incident?**

An Incident must be initiated by either the System Administrator or the Alternate reporting an issue requiring our assistance. An Incident Number will be assigned by Systemgroup personnel and communicated to you.

**What is the response time?**

Incidents will be responded to according to the times indicated below. Response times relates to both the nature and mode of the request.

**When is an Incident closed?**

An incident is closed when the issue is resolved.

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Please remember that you always have access to Online Documentation and the TriForce XP Forum for additional support assistance.

## WORK STATION SUPPORT



### **E-MAIL SUPPORT**

(24 hour response time)

**Customers *with* an Annual Software Contract (ASC)**

Each Incident Support is \$45.

**Customers *without* an Annual Software Contract (ASC)**

Each support request is \$90.



### **PHONE SUPPORT**

(Response time will vary)

**Customers *with* an Annual Software Contract (ASC)**

Each Incident Support is \$60.

Five Pack phone support package (support for five different incidents) is \$280.

**Customers *without* an Annual Software Contract (ASC)**

Each Incident Support is \$100.

### **FORUM**



You can post questions on the TriForce XP Forum or search for information

## NETWORK SUPPORT



### **E-MAIL SUPPORT**

(24 hour response time)

**Customers *with* an Annual Software Contract (ASC)**

Each Incident Support is \$135.

**Customers *without* an Annual Software Contract (ASC)**

Each Incident Support is \$200.



### **PHONE SUPPORT**

(Response time will vary)

**Customers *with* an Annual Software Contract (ASC)**

Each Incident Support is \$350.

A Five Pack of 5 Incident Supports is available for \$1600.

**Customers *without* an Annual Software Contract (ASC)**

Each Incident Support is \$500.



### **FORUM**

You can post questions on the TriForce XP Forum or search for information.

## **WHAT ARE NETWORK SUPPORT ISSUES?**

Network issues include problems with hardware (servers, workstations, laptops, printers, and any device connected to the network) software, communications, system upgrades, personnel training (hardware, software, and network), management consulting, network connectivity, server-based technologies, and mission-critical systems. Issues can also include problems associated with configuration and deployment of workstations and servers.