

## Support-as-a-Service

### PRODUCT SHEET

Update: 31.01.2017

Version: 1.1

## 1. Solution benefits

Support-as-a-Service from LuxCloud allows you to focus on your core business, while building your own Cloud Service Broker Company. Whether you need round-the-clock premium partner support or temporary dedicated first level support while starting up, we can provide you with the right solution.

Setting up your own in-house support team can be expensive and time consuming. As many of our partners are taking their initial steps into the Cloud Broker Market with us, it is inefficient for them to try and set up a support team from scratch that can do both first and second level support. This is why LuxCloud provides second level support for all partners, only requiring you to provide first level triage of customer issues.

Sometimes however, starting up poses the biggest challenge and with little knowledge about the platforms and products it can be daunting for partners to provide even first level support during this initial phase. If this is the case for your business, we can provide temporary dedicated first level support.

**Support-as-a-Service will provide you with peace of mind**



## 2. Designed to meet the needs of our Partners

Support-as-a-Service is a product aimed at LuxCloud partners, and therefore cannot be resold to end customers. The main aim of this product is to provide you with additional customer support options when needed. For example, if you sell Hosted Exchange to an international organization, this company might request 24/7 technical support, or a higher level of SLA on its normal support. You will then naturally need the same level of support from your supplier and further down the chain as well. Support-as-a-Service from LuxCloud makes this possible.

### 3. Available plans and specifications

	Standard	Premium	Premium 24/7
<b>Description</b>	Standard Partner Support allows you to escalate level 2 support issues to LuxCloud with a standard resolution target.	Premium Partner Support allows you to escalate level 2 support issues to LuxCloud with a premium resolution target.	Premium 24/7 Partner Support allows you to escalate level 2 support issues to LuxCloud with a premium 24/7 resolution target.
<b>Support Availability</b>	9:00 –17:00 CET Monday- Friday (except for public holidays)	8:00 – 20:00 CET Monday- Friday (except for public holidays)	24/7/365
<b>Email Ticket Support</b>	✓	✓	✓
<b>Phone Support</b>	+352 277212 111	Dedicated number	Dedicated number
<b>Ticket SLA</b>	Standard	Premium	Premium 24/7
<b>LuxCloud Emergency Hotline (+352 277212 999)</b>	✓	✓	✓
<b>Priority Escalation</b>	—	✓	✓
<b>Premium Microsoft Escalation</b>	—	—	✓ (1 escalation per month included)
<b>Setup Fee</b>	<b>Free</b>	€ 900	€ 900
<b>Recurring Monthly</b>	Included with Partner Programs	€595 per month	€995 per month
<b>Per Ticket</b>	—	triage per ticket €2.50, Level 2 per ticket €26 (max. 15 min)	triage per ticket €2.50, Level 2 per ticket €26 (max. 15 min)
<b>Support Language</b>	English	English/Dutch included, other European Languages optional (pricing on request)	English/Dutch included, other European Languages optional (pricing on request)
<b>Optional</b>	Professional service for requests outside of the support (€95 per hour)	Branded 1st level support (dedicated phone number, dedicated support queue) – level 1 triage per ticket €2.50, Level 1 per ticket €19	Branded 1st level support (dedicated phone number, dedicated support queue) – level 1 triage per ticket €2.50, Level 1 per ticket €19
<b>Reporting</b>	—	Monthly reporting	Monthly reporting

## 4. Ticket SLA

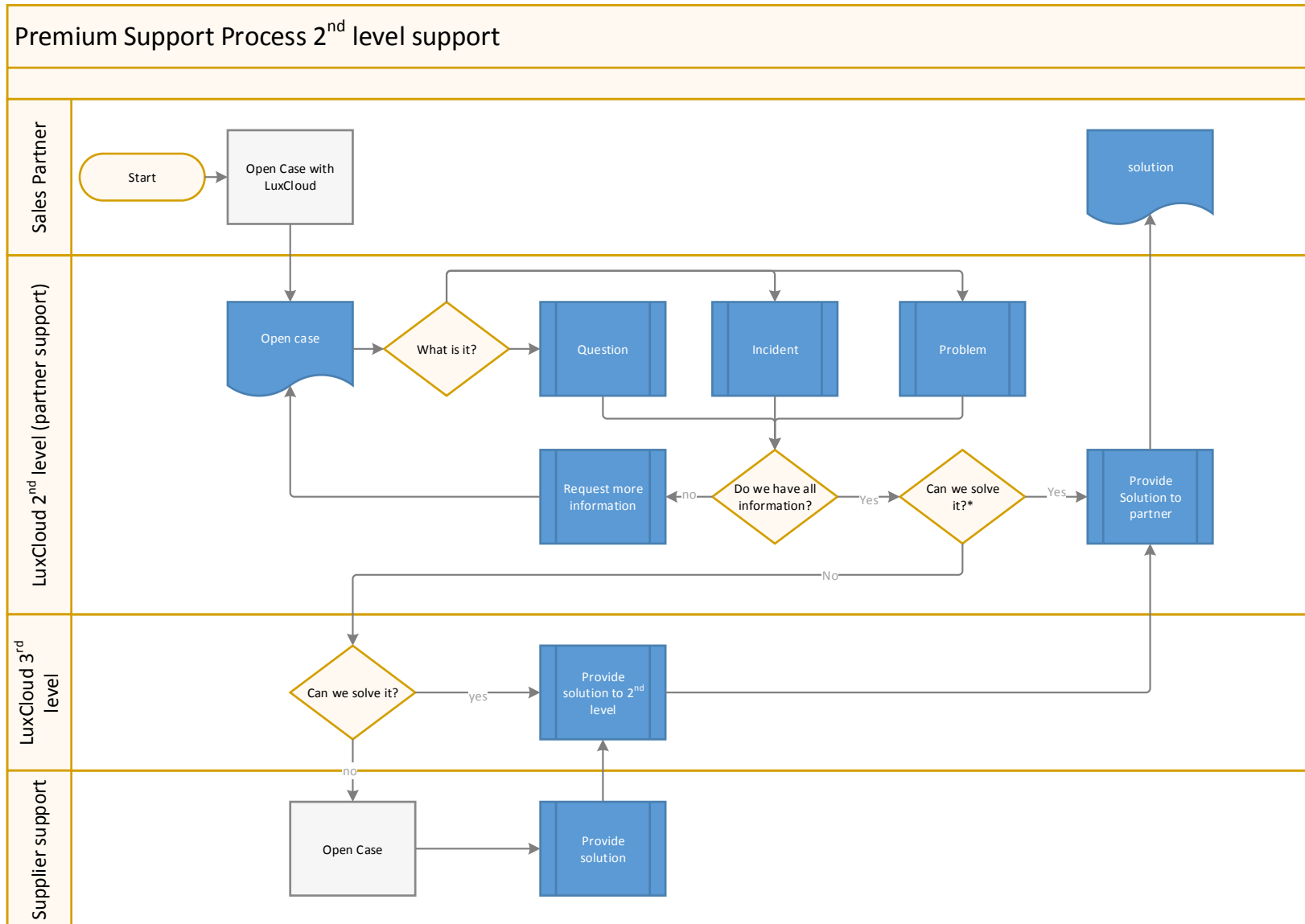
Ticket Severity	Standard		Premium		Premium 24/7	
	Response Time	Resolution Target	Response Time	Resolution Target	Response Time	Resolution Target
High	Within 1 hour	Within 1 business day	Within 1 hour	Within 24 hours	Within 1 hour	Within 24 hours
Medium	Within 1 business day	Within 2 business days	Within 0.5 business day	Within 2 business days	Within 2 hours	Within 24 hours
Low	Within 2 business days	Best Effort	Within 1 business day	Within 2 business days	Within 4 hours	Within 24 hours

**High:** Full or partial loss of services (impact all customers or a significant portion)

**Medium:** Partial loss of a service, provisioning errors, configuration issue (impact 1 customer), performance issues

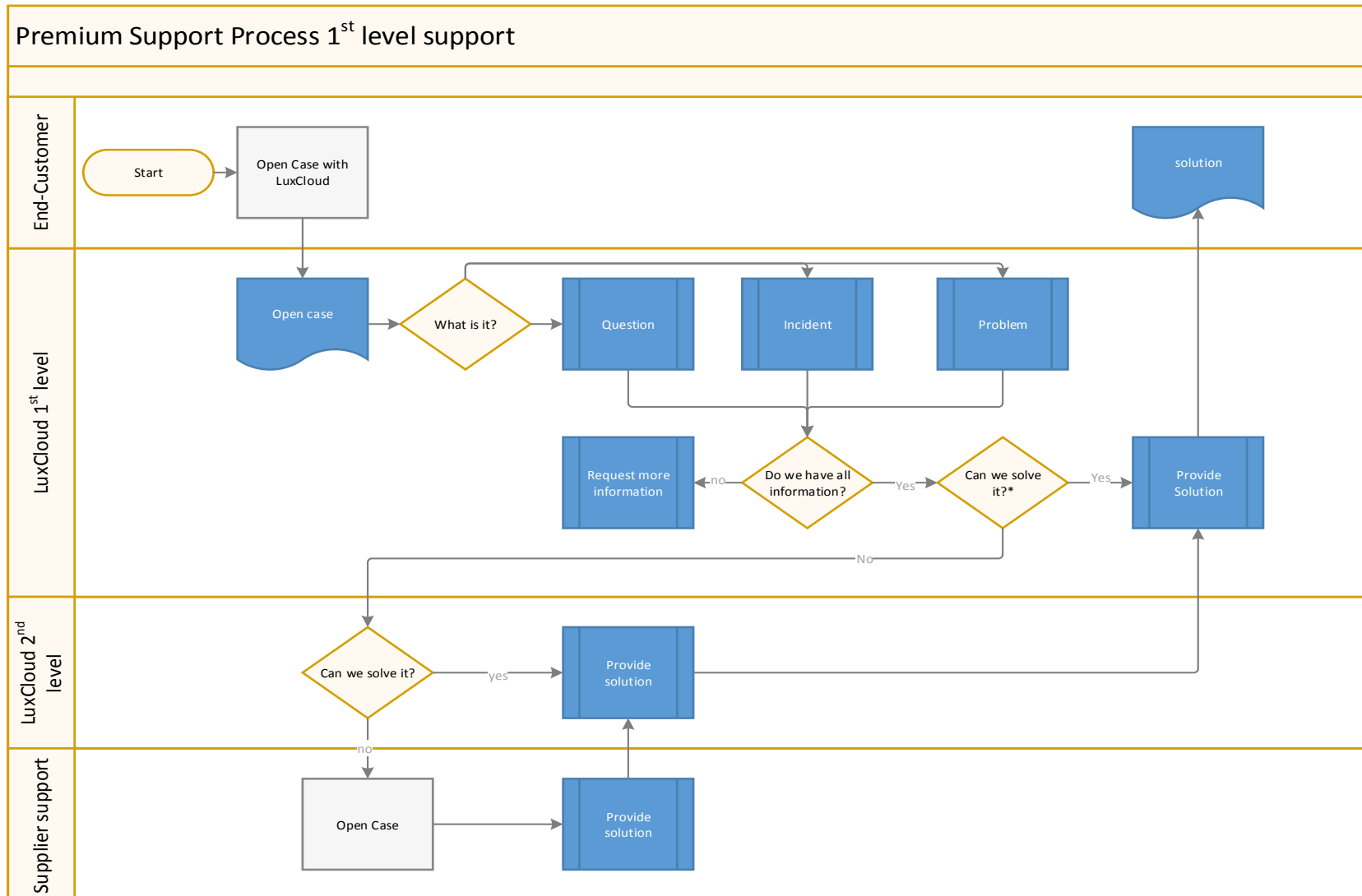
**Low:** Information request, question, password reset, billing issues, migration requests

## 5. Support Process 2<sup>nd</sup> level



\*Within the support scope

## 6. Support Process 1<sup>st</sup> level



\*Within the support scope