



Datasheet

Software Support (co-delivery) v2

Overview

Software Support (co-delivery) V2 provides remote support and software upgrade entitlement to updates and future releases in a fused offering with options that is simple to buy, manage and renew. Customer investment is protected by the combination of technical assistance, software updates and upgrades and access to comprehensive online resources.

Co-delivery allows Partners with Master and Professional specializations to leverage Unify's support capability within their own service offering to customers. This required support experience includes Level 2 maintenance & support, an Expert Assistance hotline for certified technicians covering dedicated products, and software license upgrade entitlement included for a complete, industry standard software support package.

Software Support V2 comprises:

- Access to the Unify Partner Portal and web tools
- Partner Desk
- Web Access for 2nd & 3rd Level Support
- Expert Assistance Hotline ¹
- Software patches
- Software upgrade entitlement
- Remote Service Platform (RSP) ²

Software Support is tailored for:

Software Support is a co-delivery offering for Unify Partners (with Master or Professional specialization in the appropriate areas) providing Service support for partners who provide their own services to the end customer or Resellers.

■ **Distribution & 1st Tier Partners**

Software Support is a required minimum service offering for the defined products covered. Without Software Support only warranty entitlement is available.

- **Resellers** purchasing via a Distributor may accept the rights to use Software Support if delegation is offered by the Distributor beforehand. Software support can also be bought directly with Unify with proper specialization.

SERVICE DESCRIPTION

Self-Services

Partners get 24x7 access to the Unify Partner Portal which provides:

- *A Unify support knowledge database*
- *A software download center for software patches and minor releases*
- *A ticket management portal to:*
 - *create and track tickets*
 - *review ticket history*
- *A Service Contract Portal to:*
 - *review service contracts*
 - *identify and process contracts for renewal*
 - *delegation of contract rights*

Partner Desk

The Partner Desk is responsible for the management and co-ordination of service requests. Support includes:

- *Handling of Partner Incident Reports and/ or Service Requests via the Partner Portal*
- *Entitlement verification*
- *Service request acknowledgement*
- *Manage and co-ordinate incident support*
- *Keeping the originator of the incident and/ or Service Request informed via Partner Portal or e-mail.*

¹ Applies to dedicated Products only

² Optional for Minimum Services Products.
Included for Inclusive Services Products.

Expert Assistance Hotline

Provides Level 2 support for ad hoc incidents and manages escalations to Level 3 where necessary, following ITIL® based processes.

Service Hours: 8x5 (local time-zone)

Software Upgrades

Software license upgrade entitlement is included in the program. Unify provides tools to Partners to download and install all new software version releases for products covered by Software Support.

Remote Service Platform

Remote Service Platform provides secure remote access to customer systems exclusively to the partner, through a technology service hosted by Unify. This is an optional offering for products with minimum services and other products.

SERVICE LEVEL

Technology Support

Response Service Level Agreement:

- Priority 1 Tickets (8 x5) - 1 hour
- Priority 2 Tickets (8x5) - 2 hours
- Priority 3 Tickets (8x5) - 8 hours

SERVICE PREREQUISITES

- For Minimum Service products the partner must have Professional or Master Specialization in the appropriate area in accordance with the Unify Partner Program
- For Inclusive Services products, the partner must have Professional or Master Specialization.
- Product must be a supported software version (see Supported Products table)

PRODUCT COVERAGE

Inclusive Services Products

- OpenScape Business (includes Expert Assistance Hotline and Remote Service Platform)

Minimum Services Products

With Expert Assistance Hotline

- OpenScape 4000 V7 (incl. Softgate, Access 500i/a, RG8350a)
- OpenScape Voice V8
- OpenScape Xpressions V7
- OpenScape Contact Center Enterprise V8
- OpenScape Contact Center Extension V3
- OpenScape UC Application V7

Without Expert Assistance Hotline

- OpenScape Fault Management V8
- OpenScape 4000 Manager V7
- Display Telephone Book V9.0 (DTB)
- OpenScape Cordless IP V1 Server
- OpenScape Accounting V1
- OpenScape Web Collaboration V7
- OpenScape Xpert V5
- OpenScape Branch V8
- OpenScape Personal Edition V7
- OpenScape SBC V8

The Unify Partner portal contains the latest product coverage status.

Service Feature	Product Category		
	Inclusive services products	Minimum services products	Other products
Partner Portal	X	X	X
Partner Desk	X	X	X
2nd Level Support	X	X	X
3rd Level Support	X	X	X
Expert Assistance Hotline	X	X (see note 1)	
SW Upgrade Entitlement	X	X	
Remote Service Platform	X		
KPI Incentive	X	X	
Products covered	OS Business	Large Enterprise Portfolio (see list)	All other products (see note 2)

Note 1: The Expert Assistance Hotline is available for dedicated products within this product category. Details are provided in product categories and assigned products available at the Partner Portal

Note 2: Other products are covered under existing support plans until further notice

About Unify

Unify is one of the world's leading communications software and services firms, providing integrated communications and collaboration solutions worldwide. Our customers range in size from 5 employees to 500,000+ employees. Our solutions unify multiple voice, video and data networks, connected devices and applications into one easy-to-use platform that allows teams to collaborate effectively and efficiently – anytime, anywhere. The result is a transformation of how the enterprise communicates and collaborates that amplifies collective effort, energizes the business, improves employee satisfaction and enhances business performance. Unify has a strong heritage of product reliability, innovation, open standards and security. Our OpenScape and Circuit communications solutions provide a seamless and efficient collaboration experience – on any device. Together, the group's global team of UCC experts and service professionals set the standard for a rich communications and collaboration experience that empowers teams to deliver better results.

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