stratodesk

🌐 www.stratodesk.com

✉ contact@stratodesk.com

US: 🇺🇸 +1 (415) 946 4029

EU: 🇪🇺 +43 (463) 890298

Stratodesk NoTouch Support and Subscription

SOFTWARE SUPPORT REINVENTED

Overview

Stratodesk support and subscription provides four unique levels of support services, all of which include access to Stratodesk technical resources for assistance in resolving software implementation or operational issues. Stratodesk releases updates to software and knowledge base documentation as soon as they are made available. Updates for select Stratodesk third-party software products are included as they are made available from the original software manufacturers. This includes the software subscription required to maintain access to our Customer Portal for use of downloading the latest NoTouch OS and NoTouch Center updates.

❯❯ Features and Benefits

- Access to specialized Stratodesk technical resources to expedite incident resolution

- Improved system performance and reduced downtime

- Reliable timely responses

- Incident analysis and resolution

- Software subscription for updates

- Software and Documentation Updates

❯❯ Service Features

Access to technical resources

Access to Stratodesk expert technical resources via electronic communication for assistance in resolving software implementation or operational issues.

Incident analysis and resolution

Stratodesk will provide customer support to resolve identifiable and customer- reproducible software issues. Stratodesk also provides support to help you identify issues that may be difficult to reproduce. In addition, you receive troubleshooting assistance and best practice guidelines pertaining to configurational parameters for supported configurations.

Software Subscription for Updates

You will receive a software subscription license which is tied to your Stratodesk Customer Portal Account. Through your customer portal account, you will have access to software updates for the NoTouch OS and NoTouch Center.

Software and Documentation Updates

As software updates are released, the latest versions and knowledge base documentation will be made available to you. Stratodesk can provide integrated software updates for supported third-party software as they are made available, or Stratodesk may provide instructions on how to obtain the latest software updates directly from the manufacturer.

(Examples of supported third-party Software: Avaya for Desktops, Fortinet, Cisco AnyConnect, MS Teams, Zoom, etc.)

⟫ Stratodesk Support Options

Stratodesk offers four levels of support – Bronze, Silver, Gold, Platinum

For GOLD level customers, Stratodesk also offers options PLATINUM level support with a dedicated Technical Account Manager for an even greater and more intimate level of support.

SUPPORT FEATURE	BRONZE	SILVER	GOLD	PLATINUM
NoTouch OS Updates and Upgrades	✔	✔	✔	✔
NoTouch Center Updates and Upgrades	✔	✔	✔	✔
Web-Based Support	✔	✔	✔	✔
Access to Knowledge Base	✔	✔	✔	✔
Flexible Callback Option		✔	✔	✔
Remote Access Support			✔	✔
Post Deployment Onboarding Session			✔	✔
Priority Level 2 Support Escalation			✔	✔
Phone and Email based Support			✔	✔
Support via Remote Access			✔	✔
Ticket Monitoring			✔	✔
Priority Escalation			✔	✔
Designated Support Contact				✔
Roadmap Session				✔
Technical Webinars				✔
Quarterly Cadence Reviews				✔
Enrollment into Customer Advisory Panel				✔
Number of Named Account Personnel	1	3	5	Unlimited
Non-Critical Typical Response Time	3 Business Days	2 Business Day	1 Business Day	1 Business Day
Critical Typical Response Time	Same Business Day	Same Business Day	2 Business Hours	2 Business Hours

Coverage Hours

Monday – Friday | 8am – 8pm EST (U.S.) | 8am – 6pm CET (EMEA)

24 × 7 for Critical Issues (Platinum ONLY)

Definitions

- **Flexible Call Back –** At the discretion of Stratodesk technical support personnel and with your approval, will schedule a call back or remote access session. Remote Access sessions are provided either through Stratodesk GoToMeeting or the preferred customer online meeting platform. Screensharing and or options to grant control to Stratodesk personnel during the remote session may be required. This will enable Stratodesk to work interactively with you providing an expedited diagnostic and incident resolution. To qualify for these options, customers must maintain the appropriate level of support and subscription. Exceptions can be made in for extenuating Business Critical issues to reduce production downtime.

- **Escalation –** Stratodesk maintains formal escalation procedures. Stratodesk coordinates incident escalation, ensuring that the appropriate level of expertise is being utilized for timely resolution. For built in third-party products, Stratodesk will partner with the customer and the third-party to assist with resolution. For Gold and

Platinum service levels, you will receive priority escalation to first available Stratodesk level 2 support personnel. Priority Escalation from Stratodesk is defined as first, submitting cases through Standard Support, these will be reviewed and then assigned the appropriate level of Engineering resources to resolve the case. This does not ensure resolution, but will be provided as a best practice response to return to normal operation.

- **.Critical issues** are defined as those severely impacting a customer's business using our NoTouch OS within a production environment. The resulting impact halts the customer's business operations with no functional workaround. (i.e. – Large groups of devices lose functionality due to profile change or inability to manage due to loss of NoTouch Center functionality).

Length of Term

All levels of support are available on 1-yr, 3-yr, or 5-yr Term.

Qualifications

Eligibility for any level of support and subscription service, customers must:

- Purchase Stratodesk NoTouch OS License

- Purchase one of the available support and subscription options (Notated in chart above)

- Minimum thresholds required for higher levels of support and subscription services

Limitations

- Stratodesk support offers and availability are varied per region

- Requires Active support and software subscription for Licensed Software

- Includes the ability to submit tickets and upload support files online with access to knowledge base

Customer Support and Subscription Eligibility

In order to qualify for eligibility to purchase the outlines support and subscription services, you must be properly licensed to use the current NoTouch OS and NoTouch Center release candidate at the beginning of the support and subscription period; otherwise, an additional charge may be applied to bring your account back into compliance for service eligibility. These services must be purchased for each device utilizing the NoTouch Solution within your environment.

Terms and Conditions

See complete Stratodesk Essentials support and subscription **terms and conditions.**

For more information

Contact your local Stratodesk sales representative or visit **https://www.stratodesk.com/resources/**

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