



## Technical Support Services Guide

A guide to the technical support services available to current Adaptive Computing customers to extend the value of your software investment by keeping your solution performing optimally and maintaining the productivity of your IT staff.

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## Planning and Implementing An Optimized Cloud

### Descriptions of Service

Product Support is provided by Technical Support Technicians in response to requests submitted through the on-line ticket tracking system or by telephone.

This agreement includes the following products in their commercially released form:

- ▶ Moab Workload Manager
- ▶ Moab Viewpoint
- ▶ Moab Access Portal
- ▶ Moab Cluster Manager

Adaptive Computing can also offer technical support for the following open source products as an additional option to your commercial product contract:

- ▶ TORQUE Resource Manager
- ▶ GOLD

Including but not limited to:

- ▶ Public software maintenance and feature releases
- ▶ Access to releases of product suite versions for which the customer has contract rights

### Support Offering

Support Offering	Basic 4 tickets up to 4 hours each. Additional tickets, \$500 each	Standard	Premium Special package pricing available*	Technical Account Manager (TAM) Only available in addition to Standard or Premium offering
Technical support 9 hours a day, 5 days a week	✓	✓	✓	✓
Software product and documentation support	✓	✓	✓	✓
Electronic support resources including web, email, documentation and online knowledge base	✓	✓	✓	✓
Access to technical resources via phone	✓	✓	✓	✓
Critical patch notification	✓	✓	✓	✓
Technical support 24 hours a day, 7 days a week for priority 1 issues			✓	✓ With Premium Only
1 hour initial response on priority 1 issues			✓	✓ With Premium Only
On-site visits (customer pays travel and expenses)			✓	✓
Priority routing of critical issues			✓	✓ With Premium Only
Up to 80 hours of configuration/consultation time per year				✓
Personalized escalation management				✓
Case history monitoring and analysis				✓
Dedicated support resource				✓

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### Service Definitions

**Authorized Contact** - Designated individuals authorized to contact Adaptive Computing Support and tracked by the Adaptive Computing CRM system. The authorized contact(s) will receive a welcome e-mail and introductory training on support basics and the escalation process.

**Initial Response** - The initial contact between Adaptive Computing Support Engineer and the Authorized Contact. For known problems, Support Engineer will provide a solution or suitable workaround. For issues requiring investigation, additional troubleshooting and information gathering instructions will be provided by Support Team.

**Support Availability** - The core work hours for the Adaptive Computing Support Team are 8 a.m. - 5 p.m. Mountain Time, excluding US holidays. Any support case submitted outside these hours will be addressed at the start of the next business day; 24x7 support is available upon request.

**Case Submit** - A support case can be submitted directly via phone or online via the Adaptive Computing Support Portal.

**Searchable Knowledgebase** - The knowledgebase is available via the Adaptive Computing Support Portal. This knowledgebase contains information from previous support cases, technical solutions, and many other documents to assist in the resolution of customer issues.

**Priority Routing of Critical Issues** - Critical issues coming from customers with a Premium Support contract will receive priority attention.

**Configuration/consultation Time** - Time spent in setup, advanced configuration and optimization of the Adaptive Computing Suite; considered outside of Standard and Premium Support agreements (applies only to customers with an assigned Technical Account Manager)

**Personalized Escalation Management** - Personalized handling of any issues and enhancement requests that require the attention of an Adaptive Computing development team. This may include weekly progress updates.

**Case History Monitoring and Analysis** - This is a personalized service that will review the case history in order to uncover any trends in problems; allows the assigned Technical Account Manager to investigate possible product settings or enhancement requests, in order to provide optimal performance.

**Dedicated Support Resource** - An assigned Technical Support resource with a specific amount of time allocated to a customer account.



### Initial Response Time Goals

Initial Response Time Goals	Priority Level 1 - Critical	Priority Level 2 – High	Priority Level 3 - Medium	Priority Level 4 - Low
8x5: Mountain Time – regular business days	2 business hours	4 business hours	8 business hours	8 business hours
24x7x365 days	1 hour	4 hours	8 business hours	8 business hours
Definition	<p>Production system is down</p> <p>System critically affected or unresponsive. A vital business process is severely affected, and there is no procedure or viable workaround</p>	<p>Major feature/ function failure</p> <p>System still functional, but performance is substandard. Possible workaround available</p>	<p>Minor feature/ function failure</p> <p>Moderate business impact. Product does not operate as designed, minor impact to usage</p>	<p>Minor problem</p> <p>Documentation errors, general information, how-to questions and enhancement requests</p>

### Service Hours

Regular business days (Monday-Friday), excluding legal holidays (New Year’s Day, Martin Luther King Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day)

#### USA Hours:

8:00 a.m. to 6:00 p.m. Mountain Time

#### EMEA Hours:

9:00 a.m. to 5:00 p.m. GMT

#### Asia Pacific Hours:

E-mail and on-line services only

### Duration

Standard Technical Support contract is 12 months in length. Multi-year and extended agreements are available upon special request. Please contact your account representative for details.

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### Roles and Responsibilities

Adaptive Computing will provide initial response time within one business day and escalate issues appropriately to engineering while determining severity based on customer impact. Product patches are provided on an as-needed basis and will be intended for testing purposes until incorporated into the next scheduled maintenance release.

Customers are expected to review all documentation related to the chosen product suite and have a working knowledge of products(s) and how they incorporate in their environment. Customers are expected to respond to Adaptive Computing's Technical Support and Engineering staffs requests in a timely fashion. If a customer does not respond to an Adaptive Computing response or question for more than 7 days, it will be assumed that the issue was resolved and the ticket will be closed.

### Services Outside of Agreement

The following are services offered by Adaptive Computing which are considered outside of a standard support contract and may have additional costs associated with them:

- ▶ Custom installation Services
- ▶ Creation of configuration files
- ▶ Creation of new applications or scripts
- ▶ Creation of work-flow or event structures/triggers
- ▶ Product customization
- ▶ Legacy PBS Scheduler support

### Contact Us

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