

Support Response and Resolution Time SLA

ESCALATION MATRIX

We, at ITS Technology Solution Pvt. Ltd value our customers and their needs. Although we are continuously striving hard to make our product & support better, at times there are some incidents, which needs immediate attention. For those incidents, we have established Premium Support Management. Our in-house support team caters to the urgent needs of our customers/partners by providing timely and accurate support, where every call is monitored and evaluated on technical and quality assurance parameters.

Escalation Matrix

Escalation Level	Person Name	Email ID	Designation
Level 1	Support Team	support@itsimple.in	Technical Support Engineers Team
Level 2	Mr. Avinash Kumar Pandey	avinash.pandey@itsimple.in	Subject Matter Expert
Level 3	Mr. Sanjay Joshi	sanjay.joshi@itsimple.in	Sr.Manager-Technology
Level 4 (Final Escalation)	Mr. Kamal Gulati	kamal.gulati@itsimple.in	Managing Director

INCIDENT PRIORITIES AND INITIAL RESPONSE TIMES

Incident Priority	Support Availability	Initial Response Time	Resolution Time
Priority 1	Local business hours (10:00 AM to 6 PM)	Within one business day	Within one business day
Priority 2	Local business hours (10:00 AM to 6 PM)	Within one business day	Within 1-2 business days
Priority 3 or 4	Local business hours (10:00 AM to 6 PM)	Within 1-2 business days	Within 1-3 business days

- “Priority 1” (“P1”) – A P1 is a production Incident within the Service that severely impacts the Customer’s data, causing it to cease from operating, or because of which Customer’s server is completely down or not functioning, or that results in a loss of production data and no work around exists For example **Critical Backup and Recovery Issue**.
- “Priority 2” (“P2”)– A P2 is a major Incident within the Service where the Customer’s system is functioning but in a reduced capacity, or the Incident is causing significant impact to portions of the Customer’s business operations and productivity, or the Software application is exposed to potential loss or interruption of service. For example, **Catalog Issue, Software launch or crash issues etc.**
- “Priority 3 or 4” (“P3”) – A P3 or P4 is a medium-to-low impact Incident that affects certain partial and/or non-critical functions of a software issue, or that impairs some operations but allows Customer’s operations to continue to function. Incidents for which there is limited or no loss or functionality or impact to Customer’s operation and for which there is an easy workaround qualify as P3 or p4. Or general usage question or issue that may be minor or cosmetic in nature or documentation related and may include issues deems to be improvement requests, but the Service works without interruption.

Important Notes:

- Once you register the case a Ticket ID will be created, kindly use the Ticket ID as a reference in all Levels of escalation.
- Once the escalation crosses **Level 1** & the issue is not resolved, the Customer can contact **Level 2 or Level 3**.
- Tickets raised within the time frame (Between 10 to 6 PM) will be responded to within one business day, except Weekends and Holidays.
- Ticket Number is mandatory to be quoted for further communications regarding a ticket or issue.

itSimple serves multiple mid to large customers in Software Backup & Archival Customers in India and 19 more countries, you could trust itSimple to bring to its channel partners unique data management solutions suitable, with extensively trained own manpower to support each product range that it sells. Data management business challenges that it currently serves through globally proven products including Atempo Miria for End-to-End unstructured Data Management, Atempo Endpoint / de-duplicated server backup, Data Resolve Unified Endpoint Management, and Faronics ultimate workstation protection. itSimple signing multiple technologies in this specific & complimentary domain of this niche area. Further details -www.itsimple.in