



# Kaseya Support Policy

Version 2.1

**Owner**            **Kaseya Customer Services**

**Updated**            **1<sup>st</sup> July 2011**

### Support Options:

1. Customers have the ability to obtain Kaseya® support through a self service Knowledge Base solution <http://portal.kaseya.net> which is available 24/7/365 and includes articles covering all common issues addressed by support.

2. For issues that can't be resolved using the Knowledge Base, Customers may submit a ticket using the 'Request Support' feature under the system tab of the Kaseya server, or by using the Customer Portal at <http://portal.kaseya.net>

This option creates a support ticket based on details supplied at the time of submittal. A ticket number is assigned at the time of creation and is required for tracking purposes by the Kaseya support team. Response times will adhere to the "Expected Response Time" guidelines published below. The primary mode of communication is electronic via ticket updates that can be viewed from the customers Kaseya server and/or through the Customer Portal, referencing the assigned ticket number.

3. For tickets that can't be resolved using electronic communications, outbound telephone support is prioritized based on Severity (as described below). A ticket must be filed in order to be eligible to receive telephone support. In such cases based on support staff availability, Kaseya will telephone customers regarding the highest Severity issues in order to assist with resolution. Please be aware, that no service level is applied to inbound calls as availability is limited.

### Incident Reporting:

All incidents are required to be submitted and tracked using the Kaseya Service Desk as described above. Customers should review the ticket responses and action any requests.

When submitting a new incident you are requested to supply as much detail as possible for the Kaseya support staff to properly identify and diagnose the issue. This information includes but is not limited to:

- System Identification Number which appears on the login page of the Kaseya system and provided at the time of purchase, this is also the first six digits of the license code
- The name(s) and Version Number(s) of the product, including all Maintenance Releases and applied patches
- Platform(s) and version(s) on which the product is running. Before reporting an Incident, the customer must verify that the Incident is reproducible on the Kaseya certified platform(s) specified for the product on Kaseya's web site.
- A general description of the operating environment.
- A reproducible Test Case that demonstrates the specific usage that causes the product problem being reported
- Group ID and Machine ID of clients exhibiting the reported issue.
- Log files, trace and system files.
- Exact wording of all related error messages, including screenshots as appropriate.
- A full description of the Incident and expected results.
- Any special circumstances surrounding the discovery of the incident.

A ticket number will be assigned to this issue, which will be used as the official reference-id for the incident and must be supplied when reviewing activity and responses generated by the Kaseya support team. Failure to supply this information upon request may result in delay of support assistance.

**Note: It may be necessary to access the system in question to expedite diagnosis. Please ensure you have created the Kaseya Support Login as detailed on the system / request support page of your server.**

### **Expected Response Times:**

The Kaseya Support staff will respond to issues submitted through the support portal based on the severity of the issue. The following table outlines the definition associated with issue severity and the target response guidelines, provided that Kaseya will use commercially reasonable efforts to provide an initial response as quickly as possible depending on staff availability:

#### **Severity 1 (critical)**

Entire system down, agents offline or kserver stopped

No longer than 2 Hours response.

Telephone contact by Regional Tier 2 within no longer than 1 hour during regional business hours.

#### **Severity 2 (high priority)**

A critical feature/function of the Software is not working or the system integrity is at risk

No longer than 4 hours response

#### **Severity 3 (normal)**

A feature/function of the Software is not working

No longer than 8 Hours response

#### **Severity 4 (Low)**

No impact to workflow, Feature request, 'How to'

No longer than 12 hours response

The goal of support is to provide a resolution to a submitted issue with the first response. There are cases where additional information may be required to isolate a resolution.

Response times to these information requests are dependent on the customer. Once a response to an information request is received, the support staff will use commercially reasonable efforts to adhere to the initial response times outlined above.

Additionally there are cases where reported issues require escalation to the development team for further diagnostics. These issues typically require access to the Kaseya server and gathering of system logs for review. Response times are dependent on both Kaseya and the customer and may take a number of iterations to isolate the root cause of the issue. The support team will use commercially reasonable efforts to mitigate the time required to identify the cause of the issue and provide a resolution. If a program change is required to resolve the issue, an estimate will be provided to the

customer of an expected delivery of a fix. It should be noted that the majority of these product updates come in the form of a "hotfix" which is a very isolated update of the code addressing a specific issue. These "hotfixes" do go through a limited QA process and may unintentionally affect other operational aspects of the Kaseya system. Development will continue to monitor these "hotfixes" and resolve any unforeseen operational impacts as quickly as possible.

### **Authorized Contacts:**

All reports of incidents must be made to Kaseya by authorized contact(s). Support will be provided to an agreed reasonable number of authorized contacts. Assigning authorized contacts ensures that only authorized personnel are able to engage Kaseya support staff in activities which may necessitate modifications or scheduled downtime of the system. Further, it allows the customer to manage support issues more efficiently by using a centralized approach. Each authorized contact(s) must have sufficient technical expertise, training and/or experience to follow advice and process given by support staff whilst understanding and mitigating any associated risk to system availability / data integrity and will be responsible for all communications with Kaseya Support. The customer will promptly notify Kaseya in writing or by e-mail of the names, e-mail addresses and direct telephone numbers of its chosen authorized contacts. The customer may substitute Authorized

Contact(s) from time to time by giving Kaseya prior notice in writing or by e-mail, including the relevant details for any new Authorized Contact.

### **Escalation**

Kaseya Support will automatically escalate business critical issues and will make commercially reasonable attempts to remain engaged until a resolution or workaround is in place. Customer can request further escalation at any point by requesting update or escalation in the ticket.

### **Customer Obligations:**

Kaseya is obligated to provide Support is conditioned upon the customer: (a) following all Kaseya installation, and maintenance instructions; (b) using the Kaseya Knowledgebase system to research topics and potential resolutions prior to submitting an incident (c) making reasonable efforts to resolve any Incident after obtaining a proposed resolution from Kaseya (d) using best efforts providing Kaseya, at reasonable request by Kaseya, with data, information, assistance, materials and access to equipment as necessary; (e) promptly installing all patches and hotfixes; (f) insuring all hardware and software specifications meet Kaseya documented requirements; and (g) eliminating the potential conflict on non-Kaseya products interfering with Kaseya product operation.

### **Additional Terms:**

Kaseya does not provide any support for issues caused by (a) incorporation or appendix of a feature, program or device to the product or any part thereof; (b) any issues caused by accident, transportation, neglect, misuse, alteration, modification or enhancement of the product; (c) the failure to provide a suitable installation environment; (d) failure to provide an adequate test environment and procedures prior to upgrading the Kaseya system with a major upgrade; (e) use of the product for other than the specific purpose for which the product is designed; (f) use of the product in any operating environment other than one certified by Kaseya for the product; or (g) failure to incorporate any Releases previously provided by Kaseya which corrected such problem. Kaseya reserves the right to change or discontinue this Support Policy.

## Kaseya Certification Training

### What is it?

The certification program includes the core functionality and usage of Kaseya including Agent Deployment, Agent Procedures, Audit & Inventory, Info Center, Live Connect, Monitoring, Patch Management, Remote Control, System Setup and Ticketing.

The Certification test evaluates both your understanding of the concepts and your readiness as a practitioner in a two-step examination process:

**Theory:** Multiple choice questions measure competence in Kaseya concepts.

**Practice:** Hands-on real-world problems measure competence as a practitioner and readiness to assume administrator roles using Kaseya.

Certification tests are scheduled in advance and are available 24x7.

*\*Additional certifications for the Kaseya add-on modules coming soon.*

## Priority Support and Qualification

In order to receive the Priority support provided by Kaseya there is a set of criteria that must be met and agreed to. The criteria are:-

- Certification has to be gained by at least one customer employee in order for the company to be recognized for priority support
- The certification is product based and must be renewed within 90 days of major release updates availability.
- Priority support will only be provided to certified contacts as recognized by Kaseya
- Notice must be provided to Kaseya (in writing) if your authorized contact has left the customer organization. In the event there are no remaining certified contacts the company will have 30 days to obtain at least one certified contact.
- Notice must be provided to Kaseya (in writing) if the customer organization hires a Kaseya certified contact.

### Authorized Contact/s

The authorized contact is the person/s who have been successful in completing and passing the certification exam. The authorized contact is also the person/s that has been designated as the specific IT contact points within the customer organization.

Kaseya will recognize the authorized contact as soon as the details are loaded into the Kaseya support systems within two days from successful completion of the certification test.

### Service Levels for Certified Customers

Due to the additional investment being made by our customers in getting accreditation we are able to offer a Priority Support service which will perform to a higher level of Support service provision.

Priority	Support Type	Initial Response	RTO (Return to Operation)	Resource Effort
Gold	Priority Support available as completed Kaseya Core Modules certification	Within 1 hour	Within 8 hours.	Continuous commitment until resolution, work around provided or priority reduced as agreed

### Return to Operation (RTO)

Taking the necessary action to return a service to the customer either by providing a work around or root cause resolution. RTO time excludes time required to obtain information to diagnose the issue including gaining credentials to access the impacted server if required and development and testing time if a Hot Fix is required.

### Non-compliance

There may instances where Kaseya will have the right to revoke the Priority Support service and the specific instances are:-

- The Priority support service will be provided to the authorized contact/s only. If this service is being misused and we experience repeated contact made by an un-authorized/uncertified person then we will have the right to decrease the level of service and re-instate the default support service
- In the event a company has no authorized contacts and have not instated a replacement within 30 days of the loss of the last authorized contact.

- The customer must be in “Good standing” with Kaseya financially on all product, service and maintenance invoices.
- After certification and the authorized contact appears to be experiencing difficulties supporting the product to a Kaseya recognized technical level