



# Customer Services Guide

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**ENTUITY**  
SOFTWARE™

[Entuity.com](https://www.entuity.com)

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## Introduction

This document aims to inform customers about the services available from Entuity's Customer Services team, whose mission is to help you to gain maximum benefit from Entuity products. Please see the final section of the document for details of how to contact us.

## Customer Services Policy

Entuity is committed to providing its customers with high quality support, training and consultancy services. If you have any suggestions as to how these services can be improved, please address them to the VP of Services.

## Service Hours

Normal service hours are 9.00am - 5.30pm, Monday through Friday, in both London and New York. If you are going to need support outside these hours or on non-business days, please contact the VP of Services to discuss your requirements.

## Services Offered

Customer Services can assist you in the following areas:

- Telephone Hotline
- Technical Support
- Implementation
- Training
- Professional Services

The remaining sections of this document describe these services in more detail.

## Telephone Hotline

Telephone support is available to answer your general enquiries, to give you guidance on using Entuity products and to enable you to advise the Customer Services team of any problems requiring their urgent attention. If you require this service, please use the contact numbers given at the end of this document.

## Technical Support

### PROBLEM REPORTING

Problems and requests for technical support should be notified by raising a "Ticket" on the Entuity Help Desk system. To raise a Ticket, simply prepare an email containing a full description of the problem, together with sufficient information to enable us to reproduce it, enter a short description of the problem in the subject line and send it to the following address: [support@entuity.com](mailto:support@entuity.com)

Upon receipt, each new email request is logged and given a unique Ticket Number before being assigned to an engineer for resolution. The engineer will update the Ticket to advise you of the solution or the next action to be taken and you will then be sent an email confirming this. If you are asked for more information or wish to comment on the response for a particular Ticket, please do so by replying to the most recent email for that Ticket.

In order that a meaningful audit trail can be maintained for each Ticket, it is important that you follow this procedure and do not create multiple Tickets for the same problem. Your quick response to any requests for additional information will be greatly appreciated and will enable Entuity to complete its analysis of your problem and provide a timely resolution.

#### PRIORITIZATION

Problems are prioritized according to their business impact, as follows:

- High - problems that cause a major disruption of business operations
- Medium - problems that do not cause a major disruption of business operations and for which there is no work-around available
- Low - all other problems.

The originator of each ticket will be kept informed of progress through to final resolution. The progress of each ticket may be tracked through the Help Desk by reference to the Ticket Number.

#### PROBLEM RESOLUTION

Entuity will advise you within a specific timeframe what action or interim strategy should be adopted, according to the priority defined above, as follows:

- High - within 2 hours
- Medium - within 4 hours
- Low - before the end of next business day.

Entuity will endeavor to correct any software faults in a reasonable timescale with due regard to their impact on your business. If the above timescale is not met for High priority problems, the following escalation procedure will apply as time elapses:

- 8 hours - Technical Specialist assigned and the Support Manager notified.
- 24 hours - VP of Services notified and will manage the problem to resolution.

Upon successful resolution of each problem, the associated Ticket will be closed and you will be advised accordingly.

#### PROBLEM TRACKING

The status of individual Tickets raised via the Entuity Help Desk may be reviewed at any time by visiting: <https://support.entuity.com> and viewing them on-line. In addition, you may also prepare summary reports, using the reporting features that are also available from this site. Before entering the site, you will be asked to log in using the unique User Id and password emailed to you in advance by Customer Services. After successfully logging in for the first time, please change the password to something you can more easily remember for your next visit. You can also raise new support tickets from the help desk site.

#### SOFTWARE UPGRADES

If a software change is necessary in order to resolve a problem, this will be made by Entuity's Development team and tested by Quality Control before being shipped to you as a Software Hotfix. Such fixes should be applied, as directed by the support engineer, as soon as practicable and the results reported back to them as soon as these are known.

Once fully proven, these fixes will be consolidated with other software updates into a Software Patch, which will be made available from time to time. Customer Services will notify you regarding the content of each new Patch as soon as it is available.

From time to time, Entuity will develop new Releases of Entuity products, containing updates to existing features and/or additional functional capabilities. Major functional extensions to the products may be packaged as separately chargeable Modules that you may also wish to license. Each new Release will also incorporate the software changes included in all the Software Patches issued since the previous Release.

#### DOCUMENTATION

A full set of operating guides covering Installation, Operation and Administration of the product and its associated modules is included on the distribution image for each Release. These can be viewed on-line by following the Help links.

#### ENHANCEMENT REQUESTS

Requests for additional product features, or changes to existing features may be submitted to the Customer Services team. These will each be forwarded as a Functional Change Request (“FCR”) to the Product Management team who will formally consider all such requests on a monthly basis and, where appropriate, schedule them for inclusion in a future Release. You will be kept informed regarding the status of each FCR you raise and, where appropriate, advised of the planned implementation date.

#### DEVICE SUPPORT

Entuity offers extensive support for thousands of network devices from mainstream, niche, and historical vendors. There may be occasions when you wish to manage a device that is not currently supported. With manufacturers continuously releasing new products and new versions of their existing products asynchronously with NWM product software updates, it is not uncommon for this situation to occur while using Entuity software, or any other network management vendor.

Entuity has provided capability in the product for you to add a level of support for these ‘new’ devices without waiting for Entuity support, however, formal support for a new device is accomplished by communicating with Entuity to obtain that support. For further details please refer to the Entuity Device Support Policy Document.

#### LICENSE CHANGES

Access to the Entuity product is controlled by a license key that enables it to run on your designated server and give you access to the functionality you have purchased for a finite number of Managed Objects or Devices. Entuity’s License Health report enables you to monitor your actual usage against your licensed entitlement. Requests for additional features or larger licenses should be directed to your Account Manager. Your license may normally be transferred from one server to another without charge, provided you first complete a License Transfer form that can be obtained from the Help Desk.

## Implementation

The Customer Services team can provide implementation support in the following areas:

- Server Specification - Recommend an appropriate server configuration for managing a given size of network.

- Software Installation - Provide telephone support for your initial installation and subsequent software upgrades.

On-site support for installations can also be provided, although this is normally subject to an additional charge and should be requested via your Account Manager. On-site installation support may include the following additional services:

- Introduction & Demonstration - Providing an introduction to the software after installation and/or a demonstration of new product features.
- Post-implementation Review - Approximately 2 weeks after installation, a support consultant will review your Entuity system to ensure it is running smoothly and working effectively for you.

## Training

Entuity's training courses are designed to enable members of your staff who have a basic understanding of network management to become competent users or administrators of the Entuity product. Courses can either be classroom based or delivered via the Internet as a Webinar. Cloud based demonstration servers and comprehensive Training Guides are used to support each course.

For full details of the currently available courses and prices, please contact your Account Manager. The most popular courses are as follows:

Code	Length	Title	Prequalification	Notes
<b>ENT-TRN-USR1</b>	1 day	User	Basic Networking (e.g. CCNA)	Introduction to Entuity and its read-only features
<b>ENT-TRN-USR2</b>	1 day	Advanced User	ENT-TRN-USR1	Power user features
<b>ENT-TRN-RPT</b>	1 day	Custom Reporting	ENT-TRN-USR2	Using the Custom Report Builder
<b>ENT-TRN-ADM</b>	1 day	Administrator	ENT-TRN-USR2	Account management, installation, upgrade and maintenance
<b>ENT-TRN-EMS</b>	1 day	Event Management System	ENT-TRN-ADM	Event handling rules and triggers

## Professional Services

Entuity's Professional Services team can be commissioned to undertake assessments and make recommendations aimed at tailoring the configuration of your Entuity software to (for example):

- more closely match your business needs; or
- meet your (or your customers') specific reporting requirements; or
- interface the Entuity data with your other management tools; or
- improve its operational performance

or to meet any other requirements you might have with respect to your usage of Entuity.



Such assessments and the work required to implement the resulting recommendations will be subject to your acceptance of a fixed-price quotations that will be provided in advance. If you wish to take advantage of these services, please contact your Account Manager.

### **Further Information**

If you need any more information on the support available from Customer Services, please contact the VP of Services at the London office.

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