Customer Services Guide

Feb 2024

ENTUITY
SOFTWARE™

Contents

Introduction

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

Customer Services Policy

Park Place Technologies 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, Global Technical Support.

Service Hours

Normal service hours are 9.00am – 5.30pm, Monday through Friday, in UK, US (eastern time) and India. If you are going to need support outside these hours or on non-business days, please contact the Manager, Technical Support to discuss your requirements.

Services Offered

Entuity Software™ Support Services can assist you in the following areas:

- Telephone Hotline
- Technical Support
- Implementation
- Training
- Premium Support

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 Software™ products and to enable you to advise an engineer of any problems requiring their urgent attention. If you require this service, please use the contact number 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 Software™ 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

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 our engineer to complete the analysis of your problem and provide a timely resolution.

PRIORITIZATION

Problems are prioritized according to their severity, as follows:

- **Severe** – The system is down or seriously impacted and there is no workaround available.
- **High** – The system is moderately affected and there is no workaround available.
- **Medium** – The system issue is not critical, and the system has not failed. The issue has been identified and does not hinder normal operation, or the situation may be temporarily circumvented using an available workaround.
- **Low** – General questions, enhancement requests or the functionality does not match documented specifications.

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 Software™ Support Services will respond within a specific timeframe according to the priority defined above, as follows:

- **Critical** – Respond within 1 hour.
- **High** – Respond within 4 support business hours.
- **Medium** – Respond within 8 support business hours.
- **Low** – Respond within 24 support business hours.

We will endeavor to correct any software faults in a reasonable timescale with due regard to their impact on your business according to the following resolution goals.

- **Critical** – Reasonable best efforts to provide workaround or fix within 48 hours, once the problem is reproducible or once the software defect is identified.
- **High** – Reasonable best efforts to provide workaround or fix within 7 support business days, once the problem is reproducible or once the software defect is identified.
- **Medium** – Reasonable best efforts to provide workaround or fix within 10 support business days, once the problem is reproducible or once the software defect is identified.

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

If you have an issue that is not being resolved appropriately to meet your business needs, you can raise awareness with support management to ensure the necessary follow up and level of attention is applied to your issue.

Concerns regarding support issues may be escalated to management using the following methods:

- Reply to the most recent email for your Ticket and ask the engineer to escalate the issue to support management.
- Telephone Entuity Software™ Support Services to request an escalation to support management.

PROBLEM TRACKING

The status of individual Tickets raised via the Entuity Software™ 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 Entuity Software™ Support 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 to resolve a problem, this will be made by Entuity Software™ Development 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. Park Place Technologies will notify you regarding the content of each new Patch as soon as it is available.

From time to time, Park Place Technologies will develop new Releases of Entuity Software™ 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 can be viewed on-line by visiting: https://support.entuity.com/hc/en-us .

ENHANCEMENT REQUESTS

Requests for additional product features, or changes to existing features may be submitted to Entuity Software™ Support Services. 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 Software™ 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, or any other network management product.

Entuity Software™ provides capability for you to add a level of support for these 'new' devices without waiting for software support, however, formal support for a new device is accomplished by communicating with Entuity Software™ Support Services 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.

Implementation

Entuity Software™ Support Services 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 or email 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 Software™ 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
ENT-TRN-UFUND	1 day	Entuity Software™ Fundamentals	Basic Networking (e.g. CCNA)	Introductory course, students are familiarized with Entuity Software™ - concepts, features, navigation, dashboards and more.
ENT-TRN-UADV	1 day	Putting Entuity Software™ To Work	ENT-TRN-UFUND	Students build on learnings from Entuity Software™ Fundamentals, now turning their attention to the product's power user features.
ENT-TRN-RPT	1 day	Entuity Software™ Report Builder	ENT-TRN-UADV	Students build on learnings from both ENT-TRN-UFUND and ENT-TRN-UADV courses to learn how to create fully customized and composite reports within Entuity Software™
ENT-TRN-EMS	1 day	Entuity Software™ Event Management System	ENT-TRN-UADV	Students are educated on the Entuity Event Management System (EMS) to understand how Events are routed through EMS to open and close Incidents.
ENT-TRN-ADM	1 day	Entuity Software™ Installation Upgrade and Authentication	ENT-TRN- UADV	Intended for administrators who will be installing, configuring, patching, and upgrading Entuity Software™ servers.

Premium Support

This chargeable service offers direct access to Entuity Software™ Solution Architects as an extension to customer teams as required for issue resolution, advanced system administration and health checks. The service may include ITSM integration, authentication (LDAP, SAMLv2 or RSSO Integration), threshold and Event Management System configuration, custom dashboards, report building, health checks, User Defined poller configuration, Configuration Management scripting, Entuity Rest API (inc. defining and calling dataAccess templates), hands on knowledge transfer, system administration (inc. enabling features, SMTP, SSL, licensing, views, multi-server admin, ICMP monitor, zones, topology, flow, data export, user permissions and inventory), support Issue resolution (via support & maintenance).

Premium Support is valid for the duration of the annual Support and Maintenance period. If you wish to take advantage of this service, please contact your Account Manager.

Further Information

If you need any more information on the support available from Entuity Software™ Support Services, please contact the Manager, Technical Support.

Contact Information

Entuity Software™ Support Services

- Telephone: +44 (0) 208 885 9640 (UK)
                     +1 (440) 947-1048 (US)
- Email: support@entuity.com