

syneto

Customer Support Guide

www.syneto.eu

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Thank you for using Syneto products and services.

Introduction

Technical support is a vital part of the Syneto customer experience. We want you to get the most out of our products after the initial sale, and installation. We are dedicated to ensuring that every support issue is resolved to your satisfaction.

This document provides an overview of the Syneto Customer Support offerings and how to use them.

Contacting Syneto

- Via the web <https://syneto.eu/support>
- Via customer support portal [https://helpdesk.syneto.eu/](https://helpdesk.syneto.eu/support@syneto.eu)
- Via e-mail support@syneto.eu

Support Services

Syneto Support offers both hardware and software support for Syneto systems with active maintenance plan via phone, email, and the web. Our mission is to provide our customers with services that will allow them to quickly identify and remedy any issues with their systems.

There are different levels of maintenance and technical support.

Technical support plans only cover labor costs for providing the stated services and never include hardware replacement. However, technical support plans will allow you to receive remote support for parts replacements regardless of whether the parts are covered by hardware warranty or have been purchased post-warranty, as long as Syneto provides the parts.

Maintenance and Support Plan

Maintenance and Support plans are applied to Syneto system and are bound directly to the purchased system. A unique Serial Number identifies the appliance, which correspond to an active Maintenance Plan.

Please see plans at <https://syneto.eu/support/>

Support Working Hours

Syneto Technical Support work hours are: 9AM – 17PM CET.

Outside working hours, Syneto Technical Support can be reached only by dedicated support phone numbers.

Syneto will use commercially reasonable efforts to keep phone support available 7 days/week, 24 hours/day, 365 days/year – including during holidays.

Before the Customer contacts Syneto Technical Support, the customer should have the following information available:

- Serial Number.
- Severity level of the problem. See quick support guide at <https://syneto.eu/support/>.
- System model and model number (example: Hyper Series 3210).
- Current version of the operating system (Syneto controller VM and ESX)

Provide Complete and Accurate Information

Accurate and timely issue resolution depends on accurate and timely information being provided to our Syneto Technical Support team. In case of any recent environment changes, if possible, please include any screenshots, or error messages and log files when reporting an issue.

Severity Level and Response Times (SLA)

The severity level is a measure of the relative impact of the technical issue on your business. Accurately defining the severity level ensures a timely response and helps Syneto Customer Support to understand the nature of your issue.

- SLAs apply to systems that are in production. For issues in non-production systems (test, development), Syneto Technical Support will review the business impact with the customer and apply a reasonable severity level and response time.
- Above response times apply only if e-mail communication is via the alias support@syneto.eu or phone communication is via the official published numbers (see the section *Contacting Syneto* on page 1).
- Response times for hardware replacements are measured from the time of hardware diagnosis and dispatch, not from the time the ticket was opened.
- All transport fees for hardware replacements are included in the Support Plan price.
- On-site dispatch of a service technician and/or warranty parts to the Customer's business location for repairs and resolution, that are necessary due to a defect in materials or workmanship are not included in the maintenance plans.

Support Tools / Technologies

Building an Effective Support Relationship

The effectiveness of any support interaction depends on the technical knowledge. Problem-solving skills and communication skills of both the customer and our Technical Support team. In addition to this, a good understanding by both parties of their roles and responsibilities is crucial to effective communication. In order to make sure your experience with Syneto Technical Support is as effective and efficient as possible, we would like to define these roles and share some best practices that can accelerate the problem-solving process and enhance your customer service experience.

Roles and Responsibilities

Customer Roles and Responsibilities

Syneto Technical Support can work more effectively with your organization by collaborating with a regular set of contacts for technical issues. We realize that our Enterprise customers may have multiple individuals in these roles, and for this we recommend using a distribution list, as our support ticketing system supports only one technical contact per customer account.

Syneto Technical Support Roles and Responsibilities

Customer Success Group

Contact these individuals when requesting help with troubleshooting a Syneto account, product licensing, or support issue. Their responsibilities include, but are not limited to:

- Modifying account contacts
- Answering questions on license upgrades
- Resolving product licensing issues

Technical Support Agents (TSA)

These individuals are part of the process when you are submitting a Support request by ticket, email, phone, the product's help page, or chat. Their responsibilities include, but are not limited to:

- Accurately and thoroughly logging your Support requests into our ticketing system
- Setting appropriate expectations regarding response times, follow up, and needed information based on your support maintenance plan and the severity of the issue being reported
- Researching, identifying, and resolving the reported incident, and any subsequent issues
- Working with other Syneto departments to resolve your issues

Best Practices

Based on our experience in supporting customers with Syneto installations, we would like to share with you some recommendations and best practices for a highly effective support relationship.

Training Your Technical Staff

We have found that customers who invest in Syneto Training course for their staff are much more effective in defining the symptoms of their technical problems and working with us to resolve underlying issues. The return on investment is almost immediate when you consider the cost of training versus the cost of downtime. The Syneto Training program offers the knowledge, skills, and credentials to successfully deploy and maintain Syneto products.

Assign Appropriate Resources

Individuals assigned to manage Syneto products should be experienced in the installation, operation, and maintenance of the hardware, desktop, server, network operating systems and applications in your environment before installing a Syneto product. If you require assistance, Syneto consultants or solution partners are available to identify the best solution for your environment, develop the solution, and implement it for you.

Using Self-Help Resources

Our customers can also take advantage of the Syneto self-help tools available within the web portal, which provide links to technical documentation as well as knowledge base solutions and guides posted on our website.

Resources are provided online at <https://helpdesk.syneto.eu/>, <https://kb.vmware.com/> and <https://central.syneto.eu>.

Communication Channels

Support Request Life Cycle

Whether you contact Syneto Technical Support by the Help page on the appliance, Helpdesk portal, email, your Support Request is promptly logged and your issue is quickly assigned to a number and an agent will respond.

Support Request stages include:

- Creating your profile and registering via our Helpdesk portal
- Collecting information to help troubleshoot the problem
- Submitting a Support Request
- Working on the problem by the appropriate Technical Support Agent (TSA)
- Closing the Support Request

Configurations

System, Syneto controller VM and/or network configuration and analytics are very helpful when troubleshooting some issues. Having these diagrams and/or information on file for easy upload to Syneto Technical Support will help to speed up the problem-solving process.

Log File

If you are reporting an issue from the help page of your Syneto appliance, this helpful because log files and error messages are generated automatically. If there is any physical hardware that is failing, malfunctioning, etc., providing log files from the hardware can also be helpful to troubleshoot and resolve the reported issue.

Record Any Recent Changes

Check to see if any changes have recently occurred in your environment. Also on a particular note - check for changes to versions of guest operating system, host operating system, networking, Syneto controller VM and applications of a particular interest.

Filing a Support Request Online

Filing a Ticket online via our customer support portal is the fastest way to file a support request and is available to all customers covered by an active technical support plan.

Within our Helpdesk portal you can:

- Open a new ticket
- Request the closing of a ticket
- Look up legacy support tickets
- Review Knowledge Base information

Filling a Support Request via email

Another efficient way of requesting support is to open a new case via email. We recommend emailing the request, together with any additional screen shots and related information, to support@syneto.eu.

Upon receiving the email, the details will be automatically inserted in the case tracking system, and one of our TSAs will be notified, and a case reference number will be assigned. This method of logging a new case is particularly useful for non-urgent queries.

Filing a Support Request by Phone

When you call the Syneto Technical Support phone line, after an introduction the agent will ask you to provide several pieces of information

- Existing ticket number, if this is a previously reported problem
- Exact error or advisory messages (if more than two, please report via email)
- A description of the problem
- Severity of the problem as determined by the customer

Should all of our Support Agents be busy serving other customers on the phone, you may be prompted to leave a message for call-back.

Please note that all calls to the support center are recorded for monitoring purposes.

Acknowledging the case

A Technical Support Agent (TSA) is assigned to your Support Ticket and will manage your problem until it is mutually agreed that the Support Ticket can be closed.

Occasionally, Syneto may reassign a Support Ticket from one TSA to another, due to time zone differences, or if different product expertise is required.

The assigned TSA will contact you by email and/or phone, as appropriate during the resolution process. Your responsibility is to have the appropriate people and resources available to work with the TSA during the service hours defined in your support plan. The TSA will work with you to try to resolve the issue, taking whatever steps may be necessary to first fully diagnose the issue and then to find a solution.

This may involve:

- Asking you for more information
- Asking you to install specific hotfixes
- Asking for specific debug data from your system (and, if necessary, conducting tests to generate this data)
- Trying to reproduce the issue within your development/test environment
- Asking for your passwords,
- Asking for help to reproduce the problem
- Verifying bugs with our developer team
- Asking you to implement and test workaround suggestions that may avoid the problem
- Asking you to involve networking, database, or other technology specific personnel/vendors to help troubleshoot

Reporting an Error or Requesting a Feature

Error (Bug) Report

If you feel you have found an error in a Syneto appliance and you have a Technical Support Plan subscription with us, you should report that to Syneto Technical Support via the normal Support Request process.

If you do not have an active Technical Support Plan and want to alert us to an error, please email us at support@syneto.eu

Feature Requests

If you have a suggestion for how to improve or enhance Syneto OS, your input is always welcome. Please submit your suggestions via the normal Support Request process. Unless additional information is needed, you will not receive a personal response. Please note that we do not provide technical support via this form.

Technical Support Policies

Technical Support is intended to assist, troubleshoot and resolve specific issues resulting from the use of Syneto products on a supported platform and with all prerequisites met. Issues arising from a need for training, implementation services, and customization may be referred to our Professional Services organization to contract for the services appropriate to the need.

The provision of technical support does not imply that Syneto will fix all software defects or make changes or enhancements to the software upon request.

The following items are NOT generally supported:

- Operating systems and third party applications.
- Alterations or revisions to the Syneto OS made by the customer.
- Continued support for issues where Syneto has provided corrections not implemented by the customer or where data requested from the customer necessary to resolving the issue is not provided.
- Issues that cannot be replicated by Syneto after following customer's instructions.

Support Request Escalation Policy

You can escalate a Support Request at any time by speaking directly with the TSA assigned to your ticket, or by requesting to speak with a Customer Support Manager.

The escalation process is especially appropriate in the following situations:

- Your production system goes down during an upgrade, implementation, or as a result of a suggested action from our Technical Support
- You need to communicate a critical business impact to Syneto Technical Support management
- You are dissatisfied with the responsiveness or with the resolution of your Support Ticket.

We highly recommend that you contact Syneto Technical Support by phone for escalations. This will ensure your request is directed to the appropriate resources as soon as possible to achieve a successful and timely resolution.

NOTE: You can request that the TSA assigned to your support ticket increases the severity level without an escalation if the business impact of a Support Ticket has changed or was not correctly recorded initially.

Support Ticket Closure

A Support ticket is typically closed when you confirm that a resolution has been reached or if Syneto Technical Support does not hear back from you after 48 hours after the last answer was submitted on the support ticket.

Technical Support Requests may also be closed if they cannot be resolved, or if Syneto chooses not to resolve certain issues, with acknowledgement and agreement from you.

Customer Satisfaction Surveys

Your feedback is one of the key ways we measure how well Syneto Technical Support is meeting your expectations. Customer satisfaction surveys give you the opportunity to provide Syneto with valuable information to help improve our interactions with you and design the support offerings that match your needs.

After a Support Ticket is closed, you are invited to fill in a form about your experience.