

Westcon Support Services - Service Description

Care Support – Pulse Secure

General Description

A support service offering providing an equivalent level of support to the support programs commonly provided by Pulse Secure (OEM). Westcon will provide Care Support for Pulse Secure which comprises of an end-to-end support service consisting of Remote Technical Support levels 1 to 3. These levels of support are described in the table below:

Service Variants / SKUs

SKU	Material Description	SLT	Definition
<p>- For Software Format</p> <p>For Gold: WGGG-PUL-SVC-PS- GLD-[Product][empty for 1YR or -xYR for 3 or 5 YR] or WGGG-PUL-SVC-PS-<Product>< empty for 1YR or -xYR for 3 or 5 YR)</p> <p>- for Gold</p> <p>or</p> <p>WGGG-PUL-SVC-PS-PLN-<Product><< empty for 1YR or -xYR for 3 or 5 YR) - for Platinum</p> <p>Example: WGGG-PUL-SVC-PS-GLD-2500U-5YR</p>	<p>WGGG: Westcon Care Support</p> <p>SVC: Service Contract</p> <p><service level>- hardware are:</p> <ul style="list-style-type: none"> - Empty=RTF Return to Factory - SD: Same day - SDCE: Same day onsite - ND: Next day - NDCE: Next day onsite - NDS: Next Day Ship * - ARS: Advance Replacement 5 business days <p>GLD: Gold Support</p> <p>PLN: Platinum Support</p> <p>xYR: 3 or 5 year contract duration</p>	24x7	365 days a year 24 hours a day 7 days a week
<p>- For Hardware Format</p> <p>WGGG-PUL-SVC-WAR-<Appliance Model>< empty or Service Level>< empty for 1YR or -xYR for 3 or 5 YR)</p> <p>Example: WGGG-PUL-SVC-WAR-PSA3000-ND-3YR</p>			

*Available only in Brazil, Russia, India and China

Service Components

Software Releases	<p>Latest Hot Fixes and Service Packs. Major Upgrades / Enhancements</p>	<ul style="list-style-type: none"> • Critical software bug fixes, upgraded versions and new versions to ensure continuing system maintenance and proper functionality for all your supported products. provided to Customer by unmetered web download access from the OEM website • Responsibility of OEM
Hardware Replacement	Return to Factory	<ul style="list-style-type: none"> • Westcon liaises directly with the OEM to initiate the request • Customer is responsible for shipping costs to ship the failed unit. • Pulse Secure will replace or repair the faulty device identified in the Pulse Secure-issued RMA and ship the replacement or repaired device within 10 business days after Pulse Secure's receipt of the defective unit at the specified RMA return location • Repaired or replacement device may be shipped from a Pulse Secure global distribution center • Hardware to be returned by customer to Pulse Secure only after an RMA number is issued • Refused shipments will be returned to the shipper via collect freight.
	Applicable to all service levels below	<ul style="list-style-type: none"> • Westcon liaises directly with the OEM to initiate the advance hardware replacement • OEM's Technical Assistance Center validates and confirms the hardware defect • Pulse Secure Pays Shipping costs • Policy requires customers to return the defective parts to Pulse Secure within 10 business days of receipt of the replacement unit or be billed for the unit at full purchase price. • Hardware to be returned by customer to Pulse Secure only after an RMA number is issued • Refused shipments will be returned to the shipper via collect freight.
	Specific: Same Day Delivery (SD / SDCE)	<ul style="list-style-type: none"> • OEM ships a new or like-new replacement within 4 hours of issuance of RMA in advance of receipt of defective hardware, 24 hours a day, 7 days a week. • "Same-Day" is subject to availability

<p>Specific: Next Business Day Delivery (ND / NDCE)</p>	<ul style="list-style-type: none"> • OEM ships a new or like-new replacement after shipping details have been provided and request has been approved, 9 hours a day, 5 days a week. • Replacement parts order must be processed no later than 2PM at the destination local time zone • Local holidays are excluded, and replacement parts will be scheduled to arrive the next Business day after the Holiday • “Next-Day Delivery” is subject to availability
<p>Specific: Next Day Ship (NDS)</p>	<ul style="list-style-type: none"> • OEM ships a new or like-new replacement after shipping details have been provided and request has been approved, on the next day • “Next-Day Ship” is <u>available only in</u> Brazil, Russia, India and China
<p>Specific: 5-Business Days Delivery (AR5)</p>	<ul style="list-style-type: none"> • OEM ships a new or like-new replacement after shipping details have been provided and request has been approved, 5-business days a week. • Replacement parts order must be processed no later than 3PM (Monday through Friday, except during Pulse Secure holidays) at the destination local time zone • For countries where Pulse Secure does not have an in-country depot and Next Business Day delivery is unavailable, Pulse Secure will ship the replacement part within 24 hours of the RMA origination from the most appropriate international location where Pulse Secure has a depot. Actual delivery will be subject to local customs, importation restrictions, and transportation delays.
<p>Onsite Technician Delivered by OEM</p>	<ul style="list-style-type: none"> • Must be purchased as part of NDCE and SDCE hardware SLT • Request must be made while requesting the RMA by either a phone call or case comment • SDCE: “Same day Onsite Tech” Support plan: 4 hours part delivery with onsite technician. • NDCE: “Next Day Onsite Tech” support plan: 5 days a week, 9 hours a day parts delivery (RMA order must be processed no later than 2PM at the destination local time zone) • Upon replacement authorization by Pulse Secure, a trained service technician is dispatched to the affected site, who will work closely with Westcon and Pulse Secure Support teams during the setup and configuration and will ensure a proper replacement of the failed unit.

* Service available 24x7x365 at locations confirmed by the OEM. SLT starts after the OEM has formally approved the replacement request.

** Replacement is shipped the same day if formally approved by OEM before the cut-off time of Mon to Fri, 14:00 Local Depot Time for ND and NDCE, and 15:00 for AR5.

Customer’s Responsibilities

- Engage into a continuous cooperation during the incident investigation, ensuring delivery of all requirements to Westcon including, but not limited to, tech-files and screenshots of error messages.
- Appoint a technically competent contact person with whom the Westcon engineer can discuss the relevant technical issues. Failing to do so may cause delays to the incident resolution.
- Respect the priority definitions hereby described.
- P1 and P2 incidents must be logged by telephone, or immediately followed up by telephone if logged through the Sigma portal or via email, to help ensure that the response time target can be met. All requests sent by email only, will initially be processed as P3.
- Store complete backup copies of the supported products.
- Erase any confidential data or programmes not provided by OEM with the hardware product and remove all features, parts, options, alterations, and attachments not provided by the OEM with the hardware product.
- Must arrange site access or remote access connectivity, whenever required.
- For hardware replacement deliveries, must have an authorised representative available to accept delivery of the replacement device
- Must return the failed device to OEM within 10 business days of receipt of the replacement device.
- Not create any Bypass situation as described below

As a Support Partner of Pulse Secure, Westcon shall provide level 1 / level 2 support to all reported incidents. Westcon will work as a liaison with Pulse Secure for level 3 expertise as necessary, at Westcon sole discretion.

Under no circumstances should customers be allowed or instructed to engage Pulse Secure directly. Any interactions between customers and Pulse Secure, that have not been triggered by Westcon, is categorised as a bypass. By purchasing Westcon Support, our customers agree NOT to create bypass situations as described above.

Pricing Methodology

Pricing will apply on a per device per contract duration basis.

Common Features / Definitions

Response Time: First response in number of minutes, hours, or days between when a customer submits a support ticket and when a Westcon customer support representative provides an initial response, confirms the request and provides a ticket number.

Supported Languages: Level 1, 2 and 3 support is offered in English. Level 1 and 2 Support in a local language is provided on a commercially reasonable effort, depending on the availability of resources.

Priority Levels:

Priorities will be defined based on the incident description provided to Westcon. Some key information considered during priority definition are: customer operational impact, urgency, financial impact, number of users affected, information on redundancy.

Below you find the description for each priority and the corresponding response and follow-up times.

Priority Level	Definition	Response Time*	Commitment	Target Follow-up times**
P1 Critical	An error that renders the product inoperative, causes the product to fail catastrophically or causes a major impact on customers' business operations; no workaround available	<1 Hour	Westcon and customer will commit full time resources during service hours to resolve the situation or obtain a workaround to reduce the priority of the error	Every 4 hours until resolved or a workaround is in place
P2 High	An error that substantially degrades the performance of the product or materially restricts customers' business operations; no workaround available	<2 Hours	Westcon and customer will commit full-time resources during normal business hours to resolve the situation or obtain a workaround to reduce the priority of the error If customer service hours includes out of business hours and if customer is willing to commit full-time resources outside of normal business hours, Westcon will progress the incident outside of normal business hours.	Every business day until resolved or a workaround is in place
P3 Normal	An error that partially degrades the performance of the product and has minimal impact on customers' business operations; workaround available	4 Hours	Westcon and customer will commit the necessary resources during normal business hours to restore service to satisfactory levels	Every 2 business days until resolved
P4 Low	Non-critical issue. Does not impact customers' business operations; feature, information, documentation, how-to and enhancement requests from the customer	8 Business Hours	Westcon and customer will provide resources during normal business hours to provide information assistance as requested	Once per business week until resolved

* Refers to the time taken to acknowledge the request and convert it into a support incident.

** Follow-up times may vary depending on the fault reported by the customer and also whenever involvement from the OEM is required. Upon escalation to level 3, customers shall accept that Westcon has no influence on the response times and cannot control the OEM. Westcon reserves the right to reassess the priority during an investigation - e.g. when a workaround is made available.

*** Where "service hours" is mentioned, please refer to the Service Level Target of your contract, i.e. 24x7, 8x5.

Escalation to management

Should you ever feel unsatisfied with our response times or quality during a Service Request, we encourage our customers to request an escalation through the engineer who is working with you on your Service Request. The engineer will connect your service request to the ServiceDesk Manager. If Service Delivery Management (SDM) has been purchased, the appropriate SDM will also be informed of the service request and take appropriate action. Westcon recommends that an escalation request is done by the web (SIGMA) within the Service Request that you want to escalate, followed by a call to the engineer in charge or the Service Delivery Manager.

Whenever requesting an escalation, in addition to all available reference numbers (contract number, ticket number, serial number), please make sure to provide details on your concern.

What to expect from an escalation?

The Escalation Manager (as defined below) or Service Delivery Manager will take ownership of your reported situation and will perform the following tasks/activities:

- Review the Service Request(s) involved in the escalation with the Support Engineer(s) owning the involved Service Request(s).
- Develop an action plan with Support Engineers and Technical contacts on the Customer side. This may include actions for both Westcon and Customer.
- Contact the customer escalation requestor to review the proposed action plan and each party involvement and responsibilities.
- When required, the escalation will be raised inside Westcon Services organization, to the upper management levels.
- Once the escalation is resolved, feedback will be provided to the customer.

The Westcon internal escalation matrix is for Service Requests classified as Priority 1 or Priority 2

Engineer or Service Delivery Manager (if option purchased)	Initial point of contact for escalation
Service Desk team leader or Service Delivery Manager (if option purchased)	Escalation after 1 Business Hour
Support Service Manager or Service Delivery Manager (if option purchased)	Escalation after 2 Business Hours
Support Director	Escalation after 4 Business Hours
Director of Services Delivery EMEA	Escalation after 16 Business Hours

The Engineer, or the Service team leader, or the Service Manager acts as Escalation Manager until escalated to the next level

If a Service Delivery Manager is in place, the Service Delivery Manager acts as Escalation Manager during Business Hours (Monday to Friday 9:00 to 17:30 GMT or CET).

Outside of Business Hours, the Escalation Manager role reverts to the Engineer or the Service team leader role. Service Manager, Service Delivery Director and VP of Services Delivery EMEA are available during Business Hours only

Exclusions

Please note that the Westcon Care Support described hereby is limited to break/fix issues. The following services are not included in the standard support service contract:

- Assistance with collecting logs/tech files, planning, design, deployments, migrations, backup and restore or rebuild of systems, training, optimisation or firmware updates.
- Assistance with queries on product licensing
- Warehousing logistics
- On-site engineer
- Support for the solution of malfunctions caused by improper handling and not following vendor guidelines and policies
- Support for the solution of malfunctions caused by external factors (e.g. lightning strikes or damage caused by force majeure)
- Support of components without a Westcon support contract
- Devices or software whose Last Date of Support is exceeded
- Standard/ normal/ emergency changes
- Any involvement by Westcon in any Warranty claims, claims for damages or other disputes between Customer and OEM
- Hardware replacement may not be possible within the SLT for products that are not at the location recorded For other versions of Supported Products than the versions that Westcon or OEM, at their sole discretion, consider to be supportable

Disclaimer: WestconCare is not designed to walk you through the installation process or to provide technical assistance to resolve failed configurations or installations. WestconCare will only provide the support to resolve any issue associated with a 'live' installation. Meaning that we will not perform step by step installations or configurations and only troubleshoot the installation once it is 'live'. If you need comprehensive installation assistance, you may require a Professional Services engagement. Our professional services team can assist you with planning, design, deployments, upgrades, migrations, optimization, and application verification to ensure a highly available, scalable, and secure infrastructure. Please contact your account manager for detailed quotes that include a comprehensive Statement of Work (SOW).

Legal terms and conditions

This Service Description is subject to Westcon Group European Operations Ltd's standard terms and conditions located at <https://www.westconcomstor.com/global/en/legal/Legal/terms-and-conditions.html> "Terms and Conditions".

In the event of a conflict with this Service Description and the Terms and Conditions, this Service Description shall take precedence. Notwithstanding the foregoing, the Terms and Conditions do not apply where you have agreed to separate terms with us in which case those terms shall prevail to the extent that the terms herein are not otherwise covered and further provided that those terms have not expired or otherwise been terminated.