



Customer Service Offerings

Matrix42 is committed to providing world class and comprehensive customer services offerings that maximize the value, simplify the use of Matrix42 software, and increase your return of investment. Matrix42 customer service offerings consist of Consulting, Education, Support and Update Protection.

Training

Matrix42 certified instructor lead courses are hands-on and taught by trainers that are certified and skilled in real world knowledge of Matrix42 software and solutions. The courses are structured to cover a comprehensive set of materials using realistic examples. Instructor led courses are either conducted in Atlanta at the Matrix42 facilities, or at your location. For a complete listing of courses offered and subjects covered see the diagram below.

Onsite (Customer)

Onsite training allows you to have a Matrix42 certified instructor go on site to conduct hands-on training in your facilities. On-site training does require that you provide a location for the classroom. If you have more than 8 individuals to be trained, on-site training may be the best and most economical way to get your team trained in Matrix42 products and solutions.

Onsite (at Matrix42)

Onsite training at the Matrix42 location in Atlanta provided you the ability to send your Matrix42 administrator to Atlanta for hands-on training by Matrix42 certified instructors.

Available Instructor-Led Courses

Course Name	Course#	Topics Covered	Duration	Difficulty
Client Lifecycle Management		Empirum v12 Installation, Configuration, Inventory (Hardware & Software), OS Deployment, Software Packaging, Software Distribution,	5 day	
Application Packaging		Provides detailed knowledge about how to prepare applications for distribution; includes the creations of .msi, differential and snapshot packages.	3 Day	
Service Store Suite		Provides detailed knowledge on Installation and Configuration of Asset, Contract Management, Service Desk, Service Catalog	5 Day	

Certification

Matrix42 offers four industry-recognized certifications, professional certifications. Training courses are not a pre-requisite for taking the certification exams. The certifications offered are Matrix42 Certified Empirum Administrator (MCEA), Matrix42 Certified Empirum Packager (MCEP), Matrix42 Certified Empirum Engineer (MCEE) and Matrix42 Certified Empirum Instructor (MCEI).

Professional Services (Consulting)

Whether you are a small or a large organization, Matrix42 offers the same level of service to ensure that your installation and deployment of Matrix42 software is smooth and successful. Matrix42's project methodology follows five very simple phases:

Phase 1 –Proof of Concept – The customer determines if Matrix42 products and solutions will meet and exceed project requirements and validate that specific functionality will work in your unique environment. It can also be used to uncover/discover architectural issues that would be critical to the overall success of the project. The proof of concept is normally conducted in a lab or testing environment and is between 3 and 5 days in length.

Phase 2 – Design – Once Matrix42 has been selected, the design of the implementation takes into account your organizational processes and technical environments. The design includes a detailed solution design document that covers required solution infrastructure and configurations, specific hardware requirements, risk management plan, pilot plan and implementation plan on how to properly deploy the Matrix 42 infrastructure and solutions.

Phase 3 – Pilot – This phase validates the design and implementation plan for the deployment of Matrix42 products or solutions. The pilot is the deployment to a limited-scope of users in the production environment.

Phase 4 – Full Implementation – Once the pilot is completed successfully, the next phase is the deployment of Matrix42 products and solutions to the entire environment in a controlled manner. This phase requires that the Pilot and Design phases are completed.

Phase 5 – Maintenance and Support – This phase is day 1 management of the Matrix42 environment. Matrix42 will provide standard daily, weekly and monthly tasks required to maintain your Matrix42 environment. In addition, a disaster recovery plan will be created for your Matrix42 environment.

Additional professional engagements include packaging of applications and software for deployment via the Matrix42 infrastructure.

Support and Maintenance

Online Support

Online support is a complimentary service provided to all Matrix42 customers, potential customers, business partners, and software resellers to assist in the evaluation, installation, and use of Matrix42 software. Online support allows the ability to work through technical issues on your own by providing unlimited access to the Matrix42 Empirum User Group Forums; this forum is monitored by Matrix42 Support Engineers. (Note: software upgrades are only available to customers who are currently subscribing to Annual Upgrade Protection coverage; however this coverage does not provide support benefits).

Incident Support

Designed specifically for the installation in smaller organizations, Incident Support is ideal if you would like the convenience of working with a Matrix42 Support Engineer directly but don't need all the benefits of Standard or Premium Support. Incident support is provided to a single point of contact from your organization by a level 1 support engineer during the standard hours of support.

Incident Support is sold in packs of five-incidents with emergency single incidents available directly through Matrix42. Incidents are valid for one year from the date of purchase. An incident is defined as the reasonable resolution of one support issue regardless of the amount of effort required to resolve the issue. If an issue consists of multiple problems, a separate incident will be required to solve each problem. The support engineer will determine what constitutes an incident.

Incidents spent on support issues resulting from a defect or bug in Matrix42 software, or incidents opened to request product enhancements will be credited back to the user's account.

Standard Support (25 Incidents)

Standard Support provides private, one-on-one communications with level II Matrix42 support engineers giving you the access to higher levels of skill and experience. Standard Support is an annual contract that allows you as many as two representatives from your organization to contact a support engineer via phone, e-mail or through Web. Support customers receive contact information to support center Atlanta during normal support hours. Additionally, 24 x 7 support is provided through on-call engineers.

Premium Support (50 Incidents)

Premium Support provides private, one-on-one communications with level II Matrix42 support engineers giving you the access to higher levels of skill and experience. Premium Support is an annual contract that allows you as many as two representatives from your organization to contact a support engineer via phone, e-mail or through Web. Support customers receive contact information to support center Atlanta during normal support hours. Additionally, 24 x 7 support is provided through on-call engineers.

Custom Support

Custom Support is designed for the enterprise level business customer and allows Matrix42 support to be molded to the specific needs of the organization. Custom Support is composed of two elements that can be mixed and matched as needed: Assigned Engineer and Onsite Engineer.

Assigned Engineer

Each Assigned Engineer contract provides an annual commitment of as much as 20 percent of a Matrix42 support engineer's time (calculated per month as an average). The more units you purchase, the more commitment you have from that engineer to address your organizational issues, with five units giving as much as 100 percent of an engineer's time. For an additional fee, the 100 percent support engineer can be located on your facility.

The Assigned Engineer takes the role of an advocate for the customers assigned to him/her and will act as their liaison to Matrix42. The Assigned Engineer will utilize all of Matrix42's support organization to answer your questions in the event they don't know the solution to your issue. Through this relationship the engineer becomes familiar with your organization and is able to provide proactive support regarding your specific installation to as many as five contacts from your organization. Some of the benefits you will receive include outbound support communications designed to your specific product, and regularly scheduled meetings to review software implementation. The Assigned Engineer will also schedule on site meeting once per quarter to review and become familiar with your environment and staff. In addition, the Assigned Engineer will complete one supportability review per year.

Onsite Support

If need arises, you can purchase onsite support in which case Matrix42 will send a support engineer directly to your location for custom support services. This service is sold with a minimum two-day engagement, and the price does not include travel-related expenses. When purchased in conjunction with Assigned Engineer support, in most cases your Assigned Engineer will fulfill the onsite visit.

Matrix42 Customer Support Centers Information

	Americas	EMEA
Center Location	Atlanta, GA	Frankfurt, Germany
Hours of Operations	8:30 AM - 6:00 PM ET	8:00 AM - 5:00 PM +1:00 GMT
Days of Operations	Monday - Friday	Monday - Friday
Current Language Support	English	English & German

Support Offerings Details

Details including the service level agreements for the various Matrix42 support offerings are outlined in the following diagram.

Support Type	Online Support	Incident Support (5 Incident Pack)	Premium Support	Custom Support
Support Portal Access	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
E-mail Support Access		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Telephone Support Access		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
My Helpdesk Access		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
E-mail Initial Response	N/A	<24 Hours	<8 Hours	<8 Hours
Telephone Initial Response	N/A	<2 Hours	<30 Minutes	<30 Minutes
Usage Limitations	Unlimited	Per Incident	Unlimited	Unlimited
Available Contacts	N/A	1	2	5
Onsite Support	Optional	Optional	Optional	Optional
Support Engineer Level	Level 1	Level 1	Level 2	Level 2
Issue Escalation		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
24 X 7 Emergency Support Contacts			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Proactive Support Communications			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Single Support Point of Contact				<input checked="" type="checkbox"/>

After initial contact with a support engineer, each issue will be assigned a priority level and follow-up commitment will be made based on that assignment.

Priority Level	Description	Update Frequency
High	A vital business process is affected, system impeded, business performance is sub-standard but may be acceptable for a short time. Proposed work-around may be unacceptable.	At least every 48 hours or as agreed to with customer
Standard	Medium business impact, work-around in place, scheduled fix.	At least every 4 days or as agreed to with customer.
Low	Low business impact. Issue is informational or educational in nature.	At least every 5 days or as agreed to with customer.

Upgrade Protection

Matrix42 Upgrade Protection is similar to software maintenance programs. Updates and upgrades to your software are available at no additional charge through the UPS program. Generally, the first year of UPS coverage is included in the price of perpetual software licenses and coverage may be renewed at any time during the coverage period. If you are not participating in the UPS program, upgrades may be purchased at an upgrade price that is discounted off the regular software retail price. UPS coverage is independent of, and does not include access to any level of technical support.