

Matrix42

Support Service Description

Table of contents

1 Introduction	4
2 Definition.....	4
2.1 Business Hours	4
2.2 Contact information of Matrix42 Support	4
2.3 Customer	5
2.4 Supportpartner	5
2.5 Access to Matrix42 Cloud Services	5
2.6 Names of support models	5
2.7 Documentation	5
2.8 Product defect	5
2.9 Incident / Ticket	5
2.10 Hotfix / Hotfix Installer	6
2.11 Update	6
2.12 New Version / Major Version (Upgrade)	6
2.13 Support process	6
2.14 Severity Levels	8
2.15 Maintenance	8
2.16 OEM products	9
3 Service description	9
3.1 Phone Support	9
3.2 Provision of hotfixes for critical incidents	9
3.3 Remote support to analyze incidents	10
3.4 Access to the Matrix42 service portals	10
3.5 Provision of new product releases	10
3.6 Newsletter about new product releases	10
3.7 Remote installation of updates	10
3.8 Matrix42 System Health Check	11
3.9 Hotfixes for uncritical incidents	11
3.10 Service Level Agreements	11
3.11 Personal support by a Technical Account Managers	12
3.12 Support with operating and comprehension questions	12
3.13 Prioritized incident handling	12
3.14 Consultation service prior to the installation of updates	12
3.15 Remote monitoring of Matrix42 applications	12

Matrix Support Service Description

3.16 Use of LTSB versions (long-term maintenance)	13
3.17 Round table with the Matrix42 product management	13
3.18 Discount on Matrix42 own product trainings	13
4 Changes	13

1 Introduction

This document describes the individual services offered by the Matrix42 Support for the following Matrix42 products:

- › Matrix42 Enterprise Service Management
- › Matrix42 Secure Unified Endpoint Management
- › Matrix42 Digital Workspace Platform

as well as the OEM products which are listed in the " Product Usage Guideline" in the section "Special Regulation for Third-Party Software" (<https://www.matrix42.com/en/terms-and-conditions>).

2 Definition

2.1 Business Hours

Applicable business hours of the Matrix42 Support are Monday to Friday from 8:30 am to 5:00 pm (Central Europe Time / Central Europe Summertime). Extended support hours are available in certain support models. This excludes public holidays in the federal state of Hesse, including December 24 (Christmas Eve) and December 31 (New Year's Eve).

Support Models	Reachability
Standard Support	Mon. – Fri. 8:30am – 5:00pm
Standard Support SubscriptionCLOUD / PLUS	Mon. – Fri. 7:00am – 7:00pm
Premium Support	Mon. – Sun. around the clock*

* 24/7 only for Severity 1 cases

Tickets can also be opened outside support hours via e-mail and the self-service portal, but they will be processed on the next working day within support hours at the earliest. In the Premium Support model, tickets can be opened for severity 1 cases on Saturdays and Sundays. These tickets must be opened via the self-service portal or by contacting us by phone.

2.2 Contact information of Matrix42 Support

- › Self-Service-Portal: <https://support.matrix42.com>
- › E-Mail: support@matrix42.com
- › Phone: [+49 69 66 77 38 222](tel:+4969667738222)

Requests for an update or health check within the scope of the SubscriptionPLUS license model can be requested via the respective article in our Self-Service-Portal.

In the SubscriptionPLUS/CLOUD and Premium Support models, separate phone numbers are available to reach the extended support hours and the 24/7 hotline for Severity 1 cases. Those will be communicated via the "Welcome Mail" or in a corresponding one-pager before the start of the contract.

2.3 Customer

A customer is the organization specified in the maintenance agreement.

2.4 Supportpartner

Support for Premium Support customers is provided in full by Matrix42. If necessary, partner companies shall be involved to resolve tickets, regardless of support partner status. Partner companies that offer support services and have "support partner" status with Matrix42 shall be granted access to the respective customer tickets.

2.5 Access to Matrix42 Cloud Services

Matrix42 Cloud Services are subject to strict measures to protect customer data from unauthorized access or use by unauthorized persons. This includes limiting access by Matrix42 employees and contract partners. Within the scope of support requests and for troubleshooting purposes, Matrix42 employees and contract partners have temporary access to the Matrix42 Cloud Services of the customer. Outside of Customer Support, any access by Matrix42 or contractual partners requires the written consent of the customer, e.g. in the case of an order from Matrix42 Customer Service.

2.6 Names of support models

2.6.1 Standard

The support model "Standard" describes the service according to the support service description in this document. The customer does not have the right to claim bug-fixes in the form of patches or new major releases after the expiration of the maintenance or subscription contract. Furthermore, existing hotfixes will only be provided if the contract is still valid.

2.6.2 Premium

The "Premium" support model requires a valid maintenance or subscription contract ("Standard" support model) and does not replace it.

2.7 Documentation

The user manual and other documentations (available both in printed form and online) which are provided by Matrix42 to the customer to explain the products are subsumed as "documentation".

2.8 Product defect

A product defect is a reproducible defect of a function or the whole Matrix42 product, which is properly licensed, implemented and applied in material accordance with the accompanying documentation. The severity level of a product defect is determined by Matrix42 at its sole discretion, based on the definitions described under „2.14 Severity Levels“ of this document.

2.9 Incident / Ticket

An incident or incident ticket is an individual support request for a Matrix42 product, including the required, reasonable efforts to solve the respective problem. As a rule, a ticket will be generated for such support requests.

2.10 Hotfix / Hotfix Installer

For critical problems, Matrix42 provides the customer a so-called "Hotfix" for the latest state of the used product version, if it is still supported. Hotfixes cannot be provided for versions which are out of maintenance. To ensure that a customer has installed all available hotfixes for their product version, Matrix42 provides a hotfix installer that installs the hotfixes in the correct order.

2.11 Update

An update includes a collection of available solutions, and all released hotfixes for the current product version. Also new functional changes or features can be part of an update.

2.12 New Version / Major Version (Upgrade)

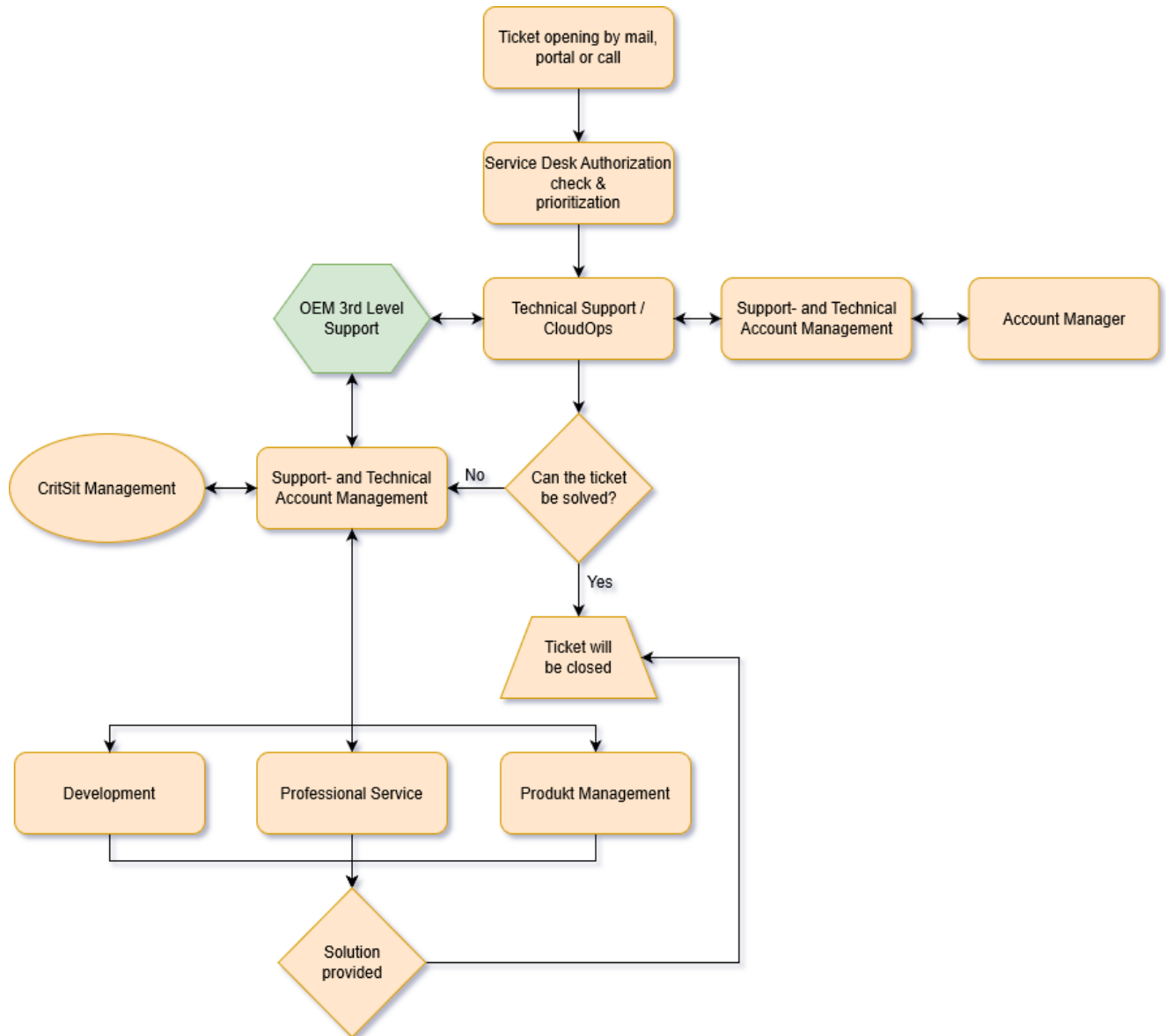
A new version or major version is a new product version of a Matrix42 product.

2.13 Support process

Those authorized to support can report their technical malfunctions via one of the contact options mentioned under point 2.2. Premium Support customers can also call the 24/7 hotline for Severity 1 cases outside of the business hours mentioned under 2.1. In addition to a detailed technical description of the malfunction, the report should also contain the degree of impact (severity level) and the urgency of the malfunction. The Matrix42 Service Desk checks the customer's information, prioritizes the request accordingly and forwards it to the Matrix42 technical support. The technical support processes the fault reports based on the classification made and plans the solution processes with the specialist departments. This is achieved within the following process and using different, delimited work packages. If, after processing the initial malfunction report by the support staff in cooperation with the customer, no solution can be found, the relevant specialist department is called in to look for a solution together with the customer and if necessary / possible via remote session. The specialist department is integrated via a dedicated work package called "Inquiry" (INQ), in which only the technical information relevant to the description of the problem is recorded. The status and any results are recorded internally by the support employee via the fault (the ticket). If at any point in the analysis it turns out that the malfunction is a product defect, all and only the technical details that are necessary to solve the problem are reported by the support staff via a further internal element called "Problem" (PRB) and handed over to the specialist department. The PRB is linked to the initial disruption, but information about the customer or sensitive content is not transmitted. In the event of a reported escalation, Support Management or the Technical Account Manager will prioritize, escalate, or de-escalate the request accordingly. Furthermore, in the event of an escalation, Matrix42 Support Management or the Technical Account Manager will inform the specialist departments. In consultation with the person entitled to support, the further steps are planned with the specialist departments so that the customer can receive a technical solution, or a viable workaround for the customer can be provided.

In case of an escalation, the Support Management or Technical Account Manager will prioritize, escalate or de-escalate the request accordingly. Furthermore, in the event of an escalation, Matrix42 Support Management or the Technical Account Manager will inform the specialist departments. In consultation with the contact person, the next steps will be planned with the specialist departments so that a technical solution, or a viable workaround for the customer can be provided to the customer as quickly as possible.

Matrix Support Service Description



2.14 Severity Levels

2.14.1 Severity 1

A Severity 1 incident has a critical limiting impact on the customer's business processes.

- › Failure of the customer's whole Matrix42 productive system or Matrix42 Cloud Services
- › Failure of a mission-critical system due to a defect within the Matrix42 product
- › Failure of a main application due to a defect within the Matrix42 product
- › Data integrity is compromised
- › Restoration of the Matrix42 application via a backup or in the cloud environment via disaster recovery is not possible
- › It is not possible to provide a workaround

It can be assumed that the development team is needed to provide support to solve the respective problem.

2.14.2 Severity 2

A Severity 2 problem has a major limiting impact on the customer's business processes.

- › The customer's whole Matrix42 productive system or Matrix42 Cloud Services is strongly affected
- › A mission-critical system is strongly affected due to a defect within the Matrix42 product
- › A main application is strongly affected due to a defect within the Matrix42 product
- › It is not possible to implement a supplied workaround

2.14.3 Severity 3

A Severity 3 problem has a moderate limiting impact on the customer's business processes.

- › The customer's business processes, a main application or the Matrix42 product or Matrix42 Cloud Services are moderately affected
- › No data losses are experienced, and the Matrix42 product's overall functionality is not impacted
- › A workaround is supplied by the Matrix42 Support

2.14.4 Severity 4

A Severity 4 problem has no limiting impact on the customer's business processes.

- › General, uncritical questions regarding the functionality of the Matrix42 product
- › Questions regarding best practices
- › Questions about the documentation

2.15 Maintenance

The maintenance status of all public available versions can be viewed in the "Maintenance Status" section of the "Product Usage Guide" at: <https://www.matrix42.com/en/terms-and-conditions>

2.16 OEM products

An overview of all OEM products can be found in the "Guide to Product Usage" in the section "Special Regulation for Third-Party Software": <https://www.matrix42.com/en/terms-and-conditions>.

3 Service description

Service	Standard Support	Standard Support (SubscriptionCLOUD)	Standard Support (SubscriptionPLUS)	Premium Support
	Monday to Friday 08:30 am to 05:00 pm CET	Monday to Friday 07:00 am to 07:00 pm CET	Monday to Friday 07:00 am to 07:00 pm CET	Monday to Sunday* around the clock*
Service times				
Provision of hotfixes for critical incidents	✓	✓	✓	✓
Remote support to analyze incidents**	✓	✓	✓	✓
Access to the Matrix42 service portals**	✓	✓	✓	✓
Provision of new product releases**	✓	✓	✓	✓
Newsletter about new product releases**	✓	✓	✓	✓
Remote installation of updates		✓	✓	✓
Matrix42 System Health Check			✓	✓
Hotfixes for uncritical incidents			✓	✓
Service Level Agreements				✓
Personal support by a Technical Account Managers**				✓
Support with operating and comprehension questions**				✓
Prioritized incident handling**				✓
Consultation service prior to the installation of updates				✓
Remote monitoring of Matrix42 applications				✓
Use of LTSB versions (long-term maintenance)				✓
Round table with the Matrix42 product management				✓
Discount on Matrix42 product trainings				✓

* Monday to Sunday for severity 1 cases, otherwise Monday to Friday from 07:00 am to 07:00 pm CET

** also for OEM products

✓ Provided by Matrix42 Premium Support through a Technical Account Manager

To ensure that the following services can be delivered without limitation, the customer hereby agrees to supply the following

- › Remote access to the systems for Matrix42 employees¹
- › A competent contact person.

If the customer is not able to provide such remote access and name a competent contact person, this may affect the service delivery and performance.

3.1 Phone Support

During telephone support times the customer may talk on the phone with a competent member of the Matrix42 Support Team about his problems. The telephone support is available during the business hours specified under points 2.1.

In the Premium model, a hotline is available from Monday to Friday which can request on-call service in urgent cases (Severity 1). The response times specified under 3.10 apply. This hotline also available on weekends.

3.2 Provision of hotfixes for critical incidents

In case of Severity 1 product defects Matrix42 will supply a hotfix or a feasible workaround to

¹ This does not apply to Matrix42 Cloud Services (SubscriptionCLOUD)

the customer. The Matrix42 Support Team will decide whether it is necessary to create a hotfix.

This does not apply to OEM products.

3.3 Remote support to analyze incidents

A member of the Matrix42 Support Team will remotely access the customer's system in case this is necessary to work on a specific problem.

3.4 Access to the Matrix42 service portals

The Self-Service-Portal (<https://support.matrix42.com>), the Help Center (<https://help.matrix42.com>), the Community (<https://forum.matrix42.com>), the Ideas Portal (<https://ideas.matrix42.com>) and the Marketplace (<https://marketplace.matrix42.com>) have 24/7 availability (average monthly availability is 98%). The customers can use the Matrix42 Support Portal to submit tickets or view the status of existing incidents and tickets. The customer can also update existing tickets accordingly.

Furthermore, customers from the SubscriptionPLUS license model can request a product update or health check.

3.5 Provision of new product releases

The current major releases, updates and hotfixes (installer) are available at the Matrix42 Marketplace.

3.6 Newsletter about new product releases

The customer's technical contacts, who order a membership or subscription of the respective products at the Matrix42 Marketplace, will be included in the newsletter distribution list.

3.7 Remote installation of updates

A support employee remotely connects to the customer's system and installs the corresponding updates. Hotfix installers are only installed if a problem relevant to the customer is solved with them. For this period, the customer shall provide a technical contact person who is familiar with the Matrix42 products in use. In addition, the customer shall be responsible for a prior backup of the database and the system.²

The customer must order an update, within the scope of the SubscriptionPLUS license model, via our Self-Service-Portal using the method described in section 2.2.

The service is provided in English for SubscriptionPLUS.

In general, only one productive system is updated per customer. Additional systems can be added to this service at any time for a fee.

The prerequisite for an update is that the version of the customer environment is under current product maintenance.

Individual customizations are excluded.

Please note that updates are only performed during our support hours (mentioned in section 2.1).

Under Premium Support, the update is performed by the customer's dedicated Technical

² This does not apply to Matrix42 Cloud Services (SubscriptionCLOUD)

Account Manager. This does not apply to Matrix42 Cloud Services (SubscriptionCLOUD).

3.8 Matrix42 System Health Check

An annual health check will be performed once a year (for SubscriptionPLUS only remotely), which will, for instance, include the following: check the database to determine inconsistencies or other issues; check of the respective system logs; discussion with the customer about open issues or incidents, analyze these issues within the customer's systems and offer solutions, if possible.

Conceptual consulting and the installation of systems, patches and similar services are not included in this service. The customer must order a health check, within the scope of the SubscriptionPLUS license model, via our self-service portal using the method described in section 2.2. The service is provided in English for SubscriptionPLUS.

Within the scope of Premium Support, the Health Check is performed by the customer's dedicated Technical Account Manager.

3.9 Hotfixes for uncritical incidents

In case of Severity 2 or Severity 3 product defects Matrix42 will supply a hotfix or a viable workaround for the customer, if the customer's business processes are very much affected by the product defect.

The Matrix42 Support Team will decide whether it is necessary to create a hotfix.

This does not apply to OEM products.

3.10 Service Level Agreements

The initial response and response times described shall only apply within the business hours of Matrix42 Support described in section 2.1. This does not include the Severity 1 case.

Service Level Agreements are only available as part of the Premium Support model.

3.10.1 Initial response times

The initial response time is the time from incident receipt within which the customer receives a qualified response. The initial response is only evaluated if the severity level (section 2.14) is specified when the ticket is opened. A subsequent change of the severity level has no effect on the initial response. The times for this are:

Impact on the customer's business processes	Initial response times
Severity 1 - critical limiting	2 hours
Severity 2 - major limiting	4 hours
Severity 3 - moderate limiting	8 hours
Severity 4 - no limiting	16 hours

3.10.2 Response times

There is regular feedback to the customer on open tickets. The times for this are:

Impact on the customer's business processes	Response times
Severity 1 - critical limiting	daily
Severity 2 - major limiting	with high prioritization: every 2 days

Severity 3 - moderate limiting	in coordination with the customer
Severity 4 - no limiting	in coordination with the customer

Please note that the automatic detection of the severity level can only take place when the ticket is created via our Self-Service Portal.

3.11 Personal support by a Technical Account Managers

The Technical Account Manager (TAM) is only available in the Premium Support model.

He is your dedicated contact person and will work with you to give your requests the necessary priority and attention at Matrix42.

The TAM will make sure that we:

- › know your technical environment,
- › conduct regular ticket reviews with you,
- › provide you with the latest technical information,
- › support you with our experience,
- › support you with operating and comprehension questions.

3.12 Support with operating and comprehension questions

This service includes the following deliverables to help the customer understand the product:

- › Answers to questions on how to handle the product
- › Advice on how a certain issue can be solved with the product

The customer agrees to name technically qualified employees as contacts for Matrix42. Matrix42 shall only be obliged to render maintenance and support services to the contacts named by the customer.

Services such as conceptual design, package creation or system customization are generally excluded.

3.13 Prioritized incident handling

Incoming tickets are automatically assigned a higher priority, irrespective of the normal ticket process, which reduces solution times significantly. Based on the customer's current situation, open tickets are re-evaluated on a continuous basis.

3.14 Consultation service prior to the installation of updates

By telephone or a remote session, we discuss the steps to update or upgrade to the newest version of the Matrix42 products so that it will be possible for the customer to do the update/upgrade by themselves. In addition, you will receive information about the new features and changes in the products.

3.15 Remote monitoring of Matrix42 applications

There is continuous monitoring of the Matrix42 products concluded within the Premium Support. The scope of the services includes up to 120 sensors. The commissioning and hosting of the PRTG solution used for this purpose is carried out by our partner neam IT Services GmbH, Technologiepark 8 in 33100 Paderborn. The data management takes place there.

There are one-off costs for the commissioning by neam IT Services GmbH. These are not part

of the support fee and are invoiced separately.

This does not apply to Matrix42 Cloud Services (SubscriptionCLOUD).

3.16 Use of LTSB versions (long-term maintenance)

Customers with an active Matrix42 “Premium Support” agreement can contact the Matrix42 helpdesk to request the special regulation for long-term maintenance in written form. This does not apply to Matrix42 Cloud Services (SubscriptionCLOUD). This special regulation may be terminated at any time in written form. It automatically ends when the underlying “Premium Support” agreement ends.

Long-term maintenance is only available for product versions with the “LTSB” (Long Term Service Branch) label. Bugs of an LTSB version are fixed with the subsequent LTSB version. For critical problems, Matrix42 provides customers with a hotfix for the deployed and supported LTSB version.

Customers who are using more than one product platform need to run a LTSB-version for each of them. It is not allowed to operate an LTSB-version together with other versions that fall under standard maintenance.

Matrix42 provides long-term maintenance for an LTSB product version, starting with its availability and until a subsequent LTSB version is available, but at least for a period of 24 months.

To ensure the continued maintainability of the respective version in use, customers must migrate to the subsequent product version before the maintenance period expires. Normally, the available migration window for the switch to a new version with long-term maintenance is twelve months.

3.17 Round table with the Matrix42 product management

The Matrix42 Round Table is only for customers with an active “Premium Support” agreement and serves to discuss important strategic topics once a year. Furthermore, it serves as exchange for customers and the Matrix42 Product Management.

3.18 Discount on Matrix42 own product trainings

Customers with an active Premium Support contract receive a 20% discount for Matrix42 product trainings and 10% discount for non-product trainings. The discount cannot be combined with other special offers or discounts.

4 Changes

Matrix42 is entitled to replace this document with a new version. Matrix42 shall be obliged to inform the Customer at least 30 calendar days before the new version comes into effect.

The Customer must agree to the new version in writing within 30 calendar days. If the Customer does not agree to the changes, the old version of this document shall continue to apply.