

Matrix42  
Support Service Description

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## 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 CET, except for public holidays in the federal state of Hessen, Christmas Eve and New Year's Eve.

In addition, there are extended support hours in some support models:

Support models	Reachability
Standard Support	Mon. – Fri. 8:30 am – 5:00 pm CET
Standard Support in the SubscriptionCloud licence model	Mon. – Fri. 7:00 am – 7:00 pm CET
Standard Support in the SubscriptionPLUS licence model	Mon. – Fri. 7:00 am – 7:00 pm CET
Premium Support	Mon. – Sun. around the clock*

\* Monday to Sunday for critical cases, otherwise Monday to Friday from 7:00 am to 07:00 pm CET

For the extended support hours and the 24/7 hotline for Severity 1 problems, it is mandatory to contact us by telephone. Tickets can also be opened outside the standard support hours via e-mail and the support portal, but these will be processed at the earliest on the next business day from 8:30 am.

### 2.2 Contact information of Matrix42 Support

- › Support Portal: <https://support.matrix42.com>
- › E-Mail: [support@matrix42.com](mailto:support@matrix42.com)
- › Telephone: [+49 69 66 77 38 222 \(Standard Support\)](tel:+4969667738222)

In the SubscriptionPLUS and Premium Support packages, separate telephone numbers are available to reach the extended support hours and the 24/7 hotline for Severity 1 problems. Please refer to the respective "Welcome Mails" for the telephone numbers.

### 2.3 Customer

A customer is the organization specified in the maintenance agreement.

## 2.4 Names of support models

### 2.4.1 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 form of patches or new major releases after the expiration of the maintenance or rental contract. Furthermore, existing hotfixes will only be provided if the contract is still valid.

### 2.4.2 Premium

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

## 2.5 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".

## 2.6 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 „2.11 Severity Levels“ of this document.

## 2.7 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 request.

## 2.8 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 older versions. 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.

## 2.9 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.

## 2.10 New Version / Major Version (Upgrade)

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

## 2.11 Environments under maintenance

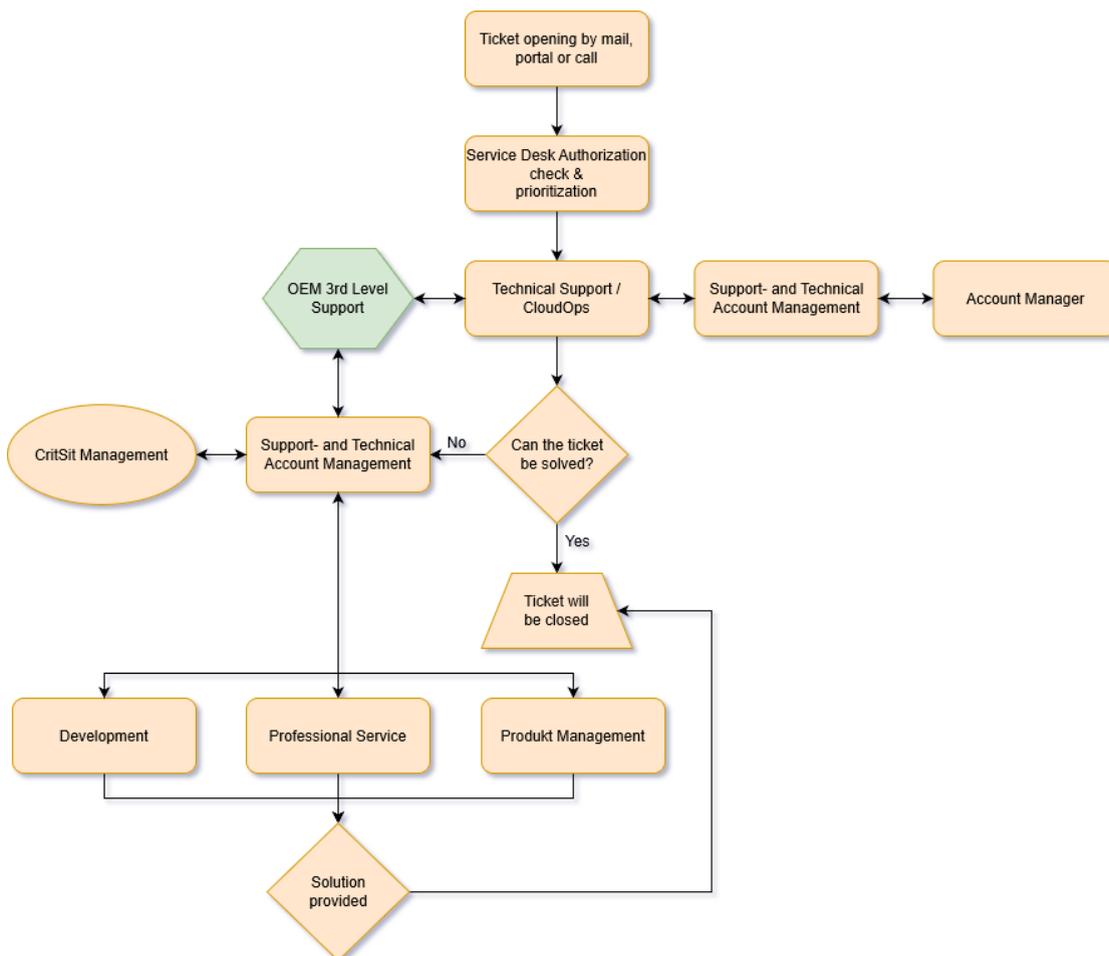
In general, only one productive environment per customer is under maintenance for which the support services can be used. Additional systems can be taken under maintenance at any time for a fee. Test and development environments are generally excluded from maintenance.

## 2.12 Support process

The support authorized can report their technical incidents via one of the contact options mentioned under point 2.2. Premium Support customers can also reach the 24/7 hotline for Severity 1 problems by telephone via a separate number outside the business hours specified in point 2.1. In addition to a detailed technical description the message should also contain the severity level and the urgency.

The Matrix42 Service Desk checks whether the customer is a cloud or on-premise customer, prioritizes the request accordingly and forwards it to the Matrix42 technical support.

The Technical Support processes the request based on the classification and plans the solution processes with the specialist departments. In the event of a reported escalation, Support Management or Technical Account Manager will prioritize, escalate or de-escalate the request accordingly. Furthermore, in case of an escalation, the Matrix42 Support Management or the Technical Account Manager will inform the specialist departments. In consultation with the support authorized, further steps are planned with the specialist departments so that a technical solution or a workaround can be made available to the customer as quickly as possible.



## 2.13 Severity Levels

### 2.13.1 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
- › 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
- › It is not possible to restore the Matrix42 application by means of a backup
- › 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.

### 2.13.2 Severity 2

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

- › The customer's whole Matrix42 productive system 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

### 2.13.3 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 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 Center

### 2.13.4 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

### 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 critical cases, otherwise Monday to Friday from 07:00 am to 07:00 pm CET  
 \*\* also for OEM products

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 staff and
- › 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 Telephone 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 Point 2.1.

In the Premium Package, a hotline is available from Monday to Friday (7:00 pm to 07:00 am), which can request on-call service in urgent cases (Severity 1 Call). This hotline is 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 the customer. The Matrix42 Support Team will decide whether it is necessary to create a hotfix.

**This does not apply to 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>).**

### 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 Matrix42 Support Portal (<https://support.matrix42.com>), the Matrix42 Help Center (<https://help.matrix42.com>), the Matrix42 Community (<https://forum.matrix42.com>), the Matrix42 Ideas Portal (<https://ideas.matrix42.com>) and the Matrix42 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.

**For the 24/7 hotline for Severity 1 problems applies, that from 7.00 pm to 7.00 am CET it is only possible to reach the support by a special premium telephone extension. It is not possible to get in contact by mail or the Matrix42 Support Portal.**

### 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 a newsletter distribution list.

### 3.7 Remote installation of updates

A support employee will remotely connect to the customer system and install the appropriate updates. Hotfix installers are only installed if a problem relevant to the customer has been resolved. During this period, the customer will provide a technical contact partner who is familiar with the Matrix42 products. The customer is additionally responsible for performing a backup of the database and system prior to the support session.

The services described in this section only apply to the server components of the Matrix42 products. This service is restricted to supported versions. Individual customizations are excluded. The update must be requested by the customer via one of the contact options mentioned under 2.2.

The prerequisite for an update is that the version of the customer environment is under current product maintenance (see section "Maintenance Status" in the " Product Usage Guideline" - <https://www.matrix42.com/en/terms-and-conditions>).

### 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 update must be requested by the customer via one of the contact

options mentioned under 2.2.

### 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, 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>).**

### 3.10 Service Level Agreements

The initial response and response times described shall only apply within the business hours of Matrix42 Support described in point 2.1. This does not include the Severity 1 Call (see point 4.1).

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 2.12) 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 with 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

### 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 up 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. Furthermore, we talk about the new features and changes from the new version.

### 3.15 Remote monitoring of Matrix42 applications

There is a continuous monitoring of the Matrix42 products concluded within the Premium Support. The scope of 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.

### 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 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 a hotfix for the deployed and supported LTSB

version.

Customers which are using more than one product platform need to run a LTSB-version for each of them. It is not allowed to operate a 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 customer and the Matrix42 Product Management.

### 3.18 Discount on Matrix42 own product trainings

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

Description:

Changelog:

Date	Name	Change
08.03.2021	Ralph	Dokument komplett überarbeitet
11.03.2021	Ralph	Kapitel Eingangskanäle in Geschäftszeiten integriert
15.03.2021	Ralph	Support-Zeiten für Cloud auf 7 – 7 angepasst
26.04.2021	Ralph	Boris Änderungen eingearbeitet
27.05.2021	Stefan	24/7 hotline for Severity 1 problems global im Dokument eingeführt

ToDo:

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