

**G-Cloud 14
Prosperon Networks Standard
Service
Definition Document
V1.0
May 2024**

DOCUMENT CONTROL

Document History			
Version	Date	Remarks	Created By
1.0	10/04/2024	Final Version for G-Cloud 14 Submission	Mon Dulay

1. Purpose

This document provides details of our standard support and consultancy services arrangements. This document includes the incident reporting procedure, Service Level Targets (SLT), and escalation process.

2. Service Description

Prosperon Networks will provide technical support for

- Customers who have purchased a licence with maintenance support purchased through Prosperon.
- Customer with active maintenance renewal purchased through Prosperon.
- Customers with active maintenance and renewal support and purchased Professional Services with a customer as detailed in the customer Purchase Order.

3. Scope of Service Support and Exclusion

Hours of Support

Prosperon Technical Support Desk is available between 09:00 and 17:30 Monday to Friday (excluding Public Holidays).

Out of Hours Support

Out-of-hours support will be provided where an out-of-hours support contract or arrangement has been agreed with Prosperon.

Should you experience any problems with your service outside of these hours, we encourage you to log your support incident directly with the Vendor, who will progress your incident where necessary.

- technicalsupport@solarwinds.com
- Phone (Americas): +1-866-530-8040, option 3 or +1-512-682-9300
- Phone (EMEA): +353 21 5002900
- Phone (DACH): +49 30 390 634 50
- Phone (APAC): +65 6593 7600

SolarWinds (the Vendor)

SolarWinds, as the software vendor, supports all customers with active maintenance contracts, which are included as part of the first year's initial product license purchase, with each further year's coverage purchased as a maintenance renewal.

SolarWinds' product support/maintenance entitles customers to:

- Product updates (major enhancements, new features, and bug fixes) – Historically, two major releases a year on almost all products have been made each year for the past 5+ years and can be used as an indication of future release cycles
- Technical support provision: 24/7/365 by telephone, email, and via online customer portal
- Additional product components to extend functionality
- Beta Participation to shape future product direction

How to contact SolarWinds Support

- Website Customer Portal
 - <https://customerportal.solarwinds.com/support/submit-a-ticket/>
- Via telephone at:
 - EMEA: 00353 21 5002900
 - US: 001 866 530 8040
 - APAC: 00 65 6593 7600

Prosperon Networks (your SolarWinds Partner)

Prosperon provides direct support to clients, in addition to that included with the Vendor as part of their maintenance contract. Customers who purchase their maintenance through Prosperon Networks have access to our SolarWinds Certified Professional (SCP) engineers, who have extensive experience with the solutions and can assist with support and general product questions.

Customers who purchase their support in the form of a "block booking" of a number of hours (or days) of professional service will receive the same support service as customers who receive their support as part of a maintenance contract. Support time consumed will be recorded, and the number of hours available on the customer account will be updated accordingly. The Customer will be informed when the balance is approaching zero.

Prosperon will also perform liaison services, where cases raised with SolarWinds support can be directly escalated to our support service so we can assist with obtaining a resolution as quickly as possible. Our SCP engineers can involve themselves in the case by working with both you and SolarWinds support to ensure the case is dealt with in a timely manner.

As Elite SolarWinds partners, we can work closely with SolarWinds, assisting both parties in getting issues resolved as quickly as possible.

Scope of Prosperon Support

The level of service Prosperon provides extends beyond that of traditional 'break-fix' support requests. Our engineers, with their experience in providing installation and consultancy services to SolarWinds users, are very experienced in assisting with 'how to' issues. Customers can raise support cases with Prosperon, for example, by asking, 'How can we display this data in a chart on this page?' The level that our support service can cater to these areas, we must point out, is limited. Therefore, if a non-fault issue requires more than 30 minutes of engineering time, our Professional Services engineer must deal with the support case. You will be advised when circumstances move beyond acceptable support coverage and options to proceed with the assistance.

Our Engineers can be contacted by:

- **Telephone:** 9:00 am to 5:30 pm Mon-Fri GMT/BST – +44(0)1903 340 993 (excluding Bank holidays).
- **Email:** 9:00 am to 5:30 pm Mon-Fri GMT/BST - support@prosperon.co.uk
- Or from the Prosperon Website <https://prosperon.co.uk/services/solarwinds-technical-support/>

Benefits of Prosperon Support:

- Access to engineers who have worked directly on the Customer's SolarWinds deployment and understand how and why it has been configured.
- Remote support sessions will assist in case analysis and allow us to diagnose and resolve the case/s quickly.
- Access to SolarWinds Certified Engineers who have experience in:
 - Performing regular installation and consultancy/on the Vendor's applications,
 - Understanding objective goals and mapping support requests to 3rd line escalation levels
 - Ability to ask questions on how to achieve goals, rather than simply break-fix issues
 - Experience working with the Customer and SolarWinds where;
 - Cases are escalated to the Vendor
 - Acting as a liaison to your Account manager within Prosperon and SolarWinds

Using Prosperon to Escalate SolarWinds Cases

Where cases have been raised directly with SolarWinds support, it is requested that Prosperon be included in the case communication to allow us visibility and get involved on your behalf.

Prosperon support can be requested at any time to assist with a case that has been raised with SolarWinds, where we can mediate on your behalf with SolarWinds support to expedite the resolution.

To use Prosperon to escalate SolarWinds support cases, the Customer must follow the steps below:

1. Send an email to support@prosperon.co.uk.
2. In the subject, provide the original subject line from the SolarWinds case, ensuring the case ID is included.
3. The first paragraph clearly states that this request will escalate an existing case with SolarWinds.
4. In the email body, the reason for requesting that we escalate the case is
5. Attach the case thread with SolarWinds to the email.

Referral of Support Cases by Prosperon to SolarWinds Support

When cases handled by Prosperon require the involvement of the Vendor, it is necessary to determine the best method for the circumstance to ensure that the case management is dealt with in a timely manner for the Customer. Typically, escalation is required under the following circumstances:

- A potential bug has been identified and is the cause of the issue raised
- The timing of the case is identified to go beyond the business hours for our support, and a resolution is required as soon as possible.
- It is identified that a SolarWinds Dev escalation engineer will be necessary to resolve the case.
- Prosperon has exhausted the remediations for the issue.

A case will be raised on behalf of the Customer using their SW ID so that they have visibility to the case via email and [SolarWinds Customer Portal](#). The Prosperon support representative will create the case and ask to have our support@prosperon.co.uk mail address included. Communication will take place between the parties to ensure that each is aware of the communication path, with the following possible options:

1. Prosperon to remain as the liaison between the Vendor and Customer
 - Used where our involvement will enhance the resolution
 - Where the Customer requests this as a preference
2. The Vendor communicates directly with the Customer
 - Used where speed of resolution is critical and maintaining an additional level of assistance will slow the process

4. Escalation Paths

If your support incident is not receiving the appropriate attention or priority from our Support Team, please use the escalation paths below.

Escalation Level	Contact
1	Assigned Account Manager or Customer Services Manager Carol.sanchez@prosperon.co.uk
2	Sales Manager, Mon.dulay@prosperon.co.uk Support Manager, robert.dobbs@prosperon.co.uk Professional Services Manager, lan.May@prosperon.co.uk

5. Customer Feedback

All our customers are important to us, and we strive to deliver service and support that meets the highest standards.

Quality is one of our main core values, so our commitment to strive for excellence and continue to sear for improvements is at the core of everything we do.

There may be occasions when something goes wrong, but we will always endeavour to resolve these issues through our Support Department in a timely manner.

If you have a complaint or issue regarding your Support Ticket: In the first instance, please ask to speak to the contacts(s) detailed in Section 4- Escalation Paths of this document. Following this, if you feel your complaint or issue has not been addressed to your satisfaction, please email our Customer Service team at Carol.Sanchez@Prosperon.co.uk.

We will offer you a swift resolution to ensure continued customer satisfaction.

6. CONFIDENTIALITY

This document contains confidential and potentially sensitive information. Neither Prosperon Network nor the Customer for which this document has been created may disclose the confidential information contained herein to any third party without the written consent of Prosperon Networks, save that the Customer may disclose the contents of this document to those of its agents, principles, representatives, consultants or employees who need to know its contents for the use of the solution.

7. TERMS & CONDITIONS

This document is subject to the standard Prosperon Networks Terms & Conditions maintained on the corporate website: <http://www.prosperon.co.uk>. Prosperon Networks does not assume liability for any errors or omissions in the content of this document or any referenced or associated third-party document, including, but not limited to, typographical errors, inaccuracies, or outdated information. This document and all information within it are provided on an "as is" basis without any warranties of any kind, express or implied.