

## **HPE ZERTO SOFTWARE FOR MSPs MSP AGGREGATOR SUPPORT SERVICES TERMS**

### **Definitions**

“Support Services” or “Services” - the support services to be provided by you (MSP Aggregator) as further detailed herein.

Capitalized terms used but not defined herein shall have the meaning set forth in the applicable Agreement.

### **Support Overview**

These terms define the areas of expertise and responsibility relating to MSP Aggregator’s provision of Level 1 (“L1”) support to its aggregated MSPs and their customers. For support above L1 MSP Aggregator shall engage HPE Tech Care Service for HPE Zerto Software.

MSP Aggregator will use HPE Zerto Software best practices, methodology and all available tools when providing Support Services.

### **Support Services Availability**

Services will be made available by MSP Aggregator according to the terms and standards detailed in the HPE Tech Care Service description and the HPE Tech Care Service Addendum for HPE Zerto Software products.

### **MSP Aggregator’s Obligations**

MSP Aggregator will ensure that the Services will be performed with all reasonable skill and care, in accordance with applicable good industry practices, the provisions of these terms and any guidelines and instructions provided by HPE from time to time.

In order to keep quality and continuity of the Services, MSP Aggregator undertakes, to the extent possible, to maintain the same support staff. MSP Aggregator will provide reasonable notification in advance of any major change to the support staff.

MSP Aggregator will keep a record of all customer calls/requests for Services together with any escalation raised and all relevant information on the appropriate actions taken hereunder.

MSP Aggregator’s support staff will complete and maintain the training and certification as provided herein and required by HPE.

### **Support Levels**

Level 1 Support Provided by MSP Aggregator. Level 1 support is the initial support for basic customer issues. This includes, without limitation, the gathering of the customer’s information, the determination of the customer’s issue by analyzing the symptoms and figuring out the underlying problem, and sorting through the possible solutions available. This includes troubleshooting methods such as verifying physical layer issues, resolving username and password problems, uninstalling/reinstalling basic software applications, verification of proper hardware and software set up, and assistance with navigating around application menus.

Level 2 Support Provided by HPE. Level 2 support is the escalation level for Level 1 support. It includes advanced technical troubleshooting and analysis methods. This may include, but is not limited to, onsite installations, software repair, diagnostic testing, and the utilization of remote control tools used to take over the user’s machine for the purpose of troubleshooting and finding a solution to the problem.

Level 3 Support Provided by HPE. Level 3 support responsibilities may include remote analysis and troubleshooting; case data verification; high-level system and application support; communicating to customer the resolution description of system faults; consulting with various technical functions of the customer (Project Managers, Product Engineers, Programmers, TMs, etc.); and assisting in remote upgrades.

Level 4 Support Provided by HPE. Level 4 (Sustaining Engineering) is the final escalation point and is a direct collaboration between the Level 2/3 Support Team and the Engineering/Development Teams within HPE.

### **MSP Aggregator's Provision of Level 1 Support**

L1 Support Services provided by MSP Aggregator in response to a request for support. L1 support is defined as the initial contact point which all customers log their issues or questions. MSP Aggregator will provide the primary communication channel for customers in providing L1 Support Services. MSP Aggregator will be responsible for inquiry handling, initial troubleshooting and gathering the appropriate diagnostics and logs before escalating the next level of expertise. HPE's applicable SLA's must be observed and are covered in the case severity section.

In providing L1 Support Services MSP Aggregator should be able to answer questions about HPE Zerto Software features and functions and provide answers to most questions users of the Software may have, such as regarding installing HPE Zerto Software, standard operations regarding the replication of data as well as performing initial troubleshooting steps on customer's sites.

A core responsibility in providing L1 Support Services by MSP Aggregator is supporting site management and administration responsibilities that are necessary for the successful daily operation of HPE Zerto Software. This includes, but is not limited to, administration of instances, replication of data, monitoring data imports and exports, change management, job monitoring and ensuring that connections to vital back-end systems are working as expected. This role requires knowledge of HPE Zerto Software and platform, troubleshooting skills, familiarity with change control processes as well as an understanding of the critical integration points that are necessary for HPE Zerto Software's daily operation.

Technical Support Severities and Response Times. The severity level is a measure of the relative impact of the technical issue on the affected systems or business. Accurately defining the severity level ensures a timely response and helps HPE to understand the nature of the issue.

The Severity Definitions and Initial Response Times applicable to the Support Services provided by MSP Aggregator to MSPs or by HPE through MSP Aggregator for MSPs are detailed in the HPE Tech Care Service Addendum for HPE Zerto Software products.

Training Resources. MSP Aggregators are required to maintain HPE Zerto Software certified support staff. HPE requires that all MSP Aggregators providing Level 1 Support Services attend the recommended HPE Zerto Software training courses and MSP Micro-Learnings as part of the certification program. This certification program offers support professionals the knowledge, skills and credentials to deploy and maintain HPE Zerto Software when performing frontline support for HPE Zerto Software related issues, including administration, troubleshooting, and articulating common HPE Zerto Software processes.

MSP Aggregators will have unique access to specialized support training geared specifically to supporting HPE Zerto Software that is accessed through MyZerto or as otherwise provided by HPE. This training will help MSP Aggregator's support team in providing L1 Support Services and to become more familiar with troubleshooting techniques and support practices.

Certification. MSP Aggregator support staff must obtain and maintain current HPE Zerto Software certification as required by HPE and notified to MSP Aggregator from time to time. Certification entails completing new courses as notified by HPE. MSP Aggregator support staff that are not current on their certification will not have access to open/log customer cases.

Operational Best Practices. MSP Aggregator agrees to follow operational best practices as required and provided by HPE to ensure the quality of HPE Zerto Software performance. Operational best practices include system maintenance guidelines, performing restarts at required intervals, update and upgrade release cadence, all as provided by HPE from time to time.

Internal Escalation Process. MSP Aggregator must ensure that customer case loggers have an internal escalation process and access to MSP Aggregator expert support staff to troubleshoot issues. These experts should also be available as needed to work with HPE support, depending on the severity of the issue. Areas of expertise include network or admin for connection issues, implementation for new customer launches, deployments etc., storage for issues with latency or storage performance.

Knowledge Base. In supporting customers MSP Aggregators can leverage the HPE Zerto Software knowledge base (available through the MyZerto portal) to locate answers to many support questions and issues.

### **Engaging HPE Zerto Software Support**

Troubleshooting. MSP Aggregator will be required to follow troubleshooting practices provided by HPE, including gathering all requisite details for troubleshooting as a minimum prerequisite prior to contacting HPE Zerto Software support.

MSP Aggregator must be familiar with HPE Zerto Software troubleshooting tools and practices and employ them when resolving customer issues before logging an issue with HPE support. The following are common troubleshooting tools and techniques used by operational and front-line support teams. These steps must be taken before opening a support case. If they are not listed and checked off, HPE will ask the MSP Aggregator to validate these steps before continuing HPE engagement.

- Search for known issues release notes
- Search for error message in knowledgebase
- Search for a related error message – problem in the logs directory
- Post a question on our forums page in MyZerto
- HPE Zerto Software analytics for Performance

HPE Support for MSP Aggregators. HPE will offer enhanced support for MSP Aggregator as a supplement to the support. Mission Critical Support is designed for MSP Aggregators who desire to provide enhanced level of support services to their customers. It is an incident-based offering and MSP Aggregator can use each incident for a different MSP Aggregator customer issue. In addition to 24x7 access, MSP Aggregator will receive an assigned support contact who will work with MSP Aggregator to:

- Provide support request escalation and management
- Facilitate recurring MSP Aggregator meetings, status updates and progress reports
- Coordinate multivendor troubleshooting efforts
- Provide root cause analysis on request

When MSP Aggregator contacts HPE for support, the Support Request is promptly logged, and the issue is then assigned to the appropriate individual within Level 2 support. Once HPE is engaged, MSP Aggregator is expected to carry out the following:

- Work the problem with the appropriate Technical Support Engineer
- Communicate the relevant information to MSP Aggregator's customer

**Engagement Process.** Prior to engaging HPE all appropriate troubleshooting and diagnostics will have been carried out:

- L1 troubleshooting will have researched all available documentation
- Relevant information and log files to help HPE further troubleshoot the problem has been collected
- The necessary telemetry and Environmental Information has been gathered

**Collecting Information.** These guidelines describe the information HPE needs to diagnose issues and quickly log MSP Aggregator's support request. MSP Aggregator will need to gather the pertinent information before contacting HPE support. MSP Aggregator will provide the necessary telemetry and Environmental Information - Site names, Site IP's, VPG names, Server names, Code Versions (HPE Zerto Software and platforms) across its environment.

- Configurations - System, storage and/or network configuration diagrams and files are very helpful when troubleshooting issues with HPE Zerto Software. Having these diagrams on file for easy upload to HPE support or running the appropriate commands on the devices to collect the configuration information will help speed up the problem-solving process.
- Log Files - If MSP Aggregator is reporting an issue encountered while installing or using HPE Zerto Software, it is key to have the log files surrounding that period. MSP Aggregator will locate and provide the HPE Zerto Software log files along with any other appropriate files. These log files should be attached to the support request.
- API Script Output - Any API script failures will require that the API script be provided after the initial API troubleshooting has been carried out.
- Record of Any Recent Changes - MSP Aggregator will check to see if any changes have recently occurred in the virtual infrastructure environment. Changes to versions of guest operating systems, host operating systems, networking, storage and applications are of particular interest.

### **MSP Aggregator Support Services Reviews**

MSP Aggregator commits to reviews within HPE Zerto Software support management and account team as needed to assess the current state of MSP Aggregator's Support Services operations. Reviews will usually be conducted on an annual basis, but HOE reserves the right to conduct a review when it reasonably determines such a review is warranted. These discussions may include review of support cases, case volume, escalations, product issues or areas to improve cooperation between MSP Aggregator and HPE Zerto Software support. MSP Aggregator and HPE are committed to addressing and resolving key issues as quickly as possible.