ImagicleCare

Support and software maintenance plans reference guide
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Imagicle Support

imagicle®

Imagicle spa

Via Fondacci, 272

55054 Massarosa

(LU) Italy

T +39.0584.943232

F +39.0584.943325

E info@imagicle.com

W www.imagicle.com

€ 353.080,00 paid up cap.

VAT ID IT 01715870463

company reg. 01715870463

Summary

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Introduction

In choosing an Imagicle product, you have made an important investment for your business. However, you can further optimize your investment by managing your application day by day, to achieve top efficiency and receive the services you need, when you need them.

Imagicle has developed a complete technical support and maintenance program for you that knows your needs and assists you in any situation. Our support team is ready to help to ensure your application works properly so that you can concentrate on your work worry-free.

Every Imagicle product includes our **ImagicleCare Basic** technical support service for the first 12 months. It provides a team of specialists that can serve you in seven different languages (Italian, English, German, French, Spanish, Portuguese, and Arabic). If you need a more advanced technical support service, with guaranteed and established response times, you may wish to subscribe to our **ImagicleCare Gold** program.
Moreover, if you are looking for a 24/7/365 Support Service to assist you during and outside working hours, you can subscribe to our **ImagicleCare Platinum Plan** designed to meet your advanced requests.

ImagicleCare support services are not intended as guidance for product installation and configuration or for solution customization, but to support everyday use of our solutions. For all other needs, we would be pleased to assist you with our Professional Services.

A plan for every customer
Imagicle provides various support programs that differ according to the type of service.

Basic	Gold **THE MOST PURCHASED**	Platinum 24/7 **NEW**
SW maintenance 3 seasonal releases with major-minor upgrades and bug fixing	**SW maintenance** 3 seasonal releases with major-minor upgrades and bug fixing	**SW maintenance** 3 seasonal releases with major-minor upgrades and bug fixing
SW security updates Effective maintenance through security patches preventing potential issues and vulnerabilities	**SW security updates** Effective maintenance through security patches preventing potential issues and vulnerabilities	**SW security updates** Effective maintenance through security patches preventing potential issues and vulnerabilities
Technical support • Working hours • Best effort SLA	**Technical support** • Extended working hours/days • 60' SLA • Remote Support • Proactive Support	**Technical support** • 24/7 • 60' SLA • Remote Support • Proactive Support • Support Expert*

* Support Expert available as of April 1st, 2020.

ImagicleCare plan comparison table

PROGRAM DETAILS	BASIC	GOLD	PLATINUM
SW MAINTENANCE AND IMPROVEMENTS			
Software maintenance and upgrades			
Bug fixes - 3 Seasonal releases	●	●	●
New features - 3 Seasonal releases	●	●	●
SW SECURITY UPDATES			
OWASP-10	●	●	●
Vulnerability fixes	●	●	●
TECHNICAL SUPPORT			
Support channels			
Web Help Center	●	●	●
E-mail Support	●	●	●
Phone Support	●	●	●
Chat Support	●	●	●
Remote Support (i.e. Webex)	-	●	●
Operational mode			
Unlimited tickets via web or email	●	●	●
Remote support	●	●	●
On-Site support	Optional[1]	Optional[1]	Optional[1]
Service level agreement			
Priority	-	●	●
Predefined response time	-	●	●
Level of support			
1st Level - end user	-	Optional[2]	Optional[2]
2nd Level – System Administrator (customer/reseller)	●	●	●
Service Operating Period			
Hours of Access	Business hours	Business hours	24X7X365
Continuous business hours	●	●	●
Standard period – Monday to Friday (Sunday to Thursday in Middle East)	●	●	●
Extended period – Saturday	-	●	●
Outside working hours – On-Call duty service	-	-	●
Bank Holidays	-	●	●
Special services			
Proactive support	-	●	●
Support Expert[3]	-	-	●

Contract duration may be reduced when the product enters 'End of Support'. Please see www.imagicle.com/go/EOL for product 'End of Support' dates.

Supported languages: Italian, English, German, French, Spanish, Portuguese and Arabic.

NOTES
1. On-site support is available only in specific areas and it is evaluated on a project basis, as agreed with the customer, according to relevance and specific requests.
2. Direct support services to end users, such as Customer Service operators, are evaluated on a project basis, as agreed with the customer, according to relevance and specific requests.
3. Available as of April 1st, 2020

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Service Level Agreement

ImagicleCare Platinum and Gold subscribers have priority over Basic subscribers.

Priority and maximum response time	IMAGICLECARE BASIC Max reaction time	IMAGICLECARE GOLD Max reaction time	IMAGICLECARE PLATINUM Max reaction time*
P1 CRITICAL – SEVERE IMPACT Application/system is compromised. Significant loss of service.	Next business day	< 60 minutes	< 60 minutes
P2 HIGH – SIGNIFICANT IMPACT Application/system runs discontinuously. Reduction of service.	2 business days	< 2 business hours	< 2 business hours
P3 MEDIUM – MINOR IMPACT Application/system runs with a moderate loss of service. Expedients allow work continuation without damage.	Best effort	< 4 business hours	< 4 business hours
P4 LOW – MINIMAL/NONE IMPACT Application/system run without or very little service impediment	Best effort	< 8 business hours	< 8 business hours

*A case is automatically opened in our CRM. An alarm is activated in our 24h event management platform by requesting the intervention of the technician available on-call for P1 and P2 cases only.

Escalation Matrix

ESCALATION TIME**

IMAGICLECARE BASIC	2 business days	3 business days	5 business days	10 business days	20 business days
IMAGICLECARE GOLD	2 business hours	4 business hours	8 business hours	16 business hours	40 business hours
IMAGICLECARE PLATINUM	2 business hours	4 business hours	8 business hours	16 business hours	40 business hours
P1 CRITICAL – SEVERE IMPACT Application/system is compromised. Significant loss of service.	Team Leader	Team Leader	Support Manager	Co-CEO and CTO	Co-CEO and CTO
P2 HIGH – SIGNIFICANT IMPACT Application/system runs discontinuously. Reduction of Services.	Support Team	Team Leader	Team Leader	Support Manager	Co-CEO and CTO
P3 MEDIUM – MINOR IMPACT Application/system runs with a moderate loss of services. Expedients allow work continuation without damage.	Support Team	Support Team	Support Team	Team Leader	Support Manager
P4 LOW – MINIMAL/NONE IMPACT Application/system run without or very little service impediment.	Support Team	Support Team	Support Team	Support Team	Team Leader

** It's the time between the case opening and Imagicle involving a higher level, not counting the time waiting for customer required tasks or third parties.

Software Program

Maintenance and Upgrades

Imagicle has chosen to offer its customers the best solution through an innovative policy of constant software upgrades in the interest of service.

All releases, which include both bug fixes and new features and products, are concentrated in three seasonal releases: Spring, Summer and Winter. The fixed seasonal frequency makes it easier for you to plan system upgrades, and lets you know in advance what is coming out and when.
We also work constantly with our vendors and partners to check compatibility with the latest platforms and operating systems. This lets you be even more confident when upgrading your UC - IPPBX system that your Imagicle applications will work with it.
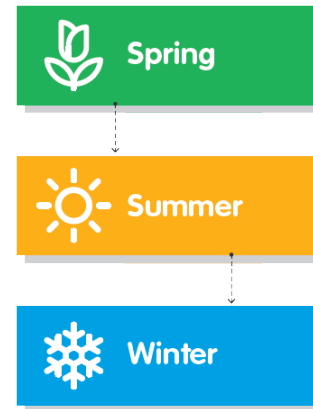
ImagicleCare Basic, Gold and Platinum customers have access to:

- **Seasonal releases – bug fixes:** Bug fixes and patches are available only with the latest product release, at fixed periods every year with three seasonal releases. New releases are usually backward compatible, although in some cases, total backward compatibility may not be possible
- **Seasonal releases – new features:** three new releases at fixed periods every year for upgrades and for news in advance

Software maintenance and upgrades	BASIC	GOLD	PLATINUM
Seasonal releases - bug fixes	●	●	●
Seasonal releases – new features	●	●	●

Software Security updates

Security updates are included in your support plan. In the event that Imagicle finds vulnerability to the web portal of the Imagicle UC Suite among the OWASP Top 10 indicated on the official website, an update will be planned and released.

The same may happen in case of generic vulnerabilities beyond OWASP 10.

All the fixes released are dedicated to the latest version released of the Imagicle UC Suite. To take advantage of it, you must make sure that you have upgraded to the latest version available, which will be included for free in your support plan.

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Technical Support

ImagicleCare plans offer several services that include post-installation software support.

Service Period

All Imagicle solutions include Basic services for 1 year, which can be enhanced with ImagicleCare Gold or Platinum services.

ImagicleCare plans don't have a minimum period. However, the purchase of multiple years of ImagicleCare Gold and Platinum service offers significant savings (see How to purchase an ImagicleCare Program section to find out more)

Renewal

The contract has to be renewed before the contract deadline to ensure service continuity.
For contracts renewed before or within the first 120 days of the expiration date, the service period will be automatically extended starting from the previous expiration date.
For all contracts having expired by more than 120 days, the renewal contract will start from the ordering date, and the Upgrade Fee will be applied for each year of delay (see Upgrade fee and late renewals section).

Product End of Support – End of Life

The duration of the contract may be reduced if the product has entered in "End of Support" status.
Imagicle will no longer be able to provide support for any product with "End of Life" (EOL) status.
See www.imagicle.com/go/EOL for product "End of Support" dates.

Service Duration

The Support Plan duration is specified in the Sales Order. If it is not specified, the Plan will be activated automatically when the products are registered on the website.
With the subscription model, the Plan starts automatically at the Initial term of your subscription (corresponding to sales order effective date, that is the effective date specified in the sale order or, if none, the date when either Imagicle or the Customer executes the sales order).
Please check our legal terms on https://www.imagicle.com/Imagicle-Legal-terms

Additional modules, Client licenses, redundancy licenses, and customizations.

For additional modules, product customizations, for client product licenses and redundancy licenses the coverage period is co-terminated with the base product they are associated with.

As an example, the additional module "Stonefax business continuity & load bal. Module" will have the same deadline of the Imagicle Digital Fax license it is associated with.

Ticket – Support Request

Program Details	BASIC	GOLD	PLATINUM
Unlimited tickets	●	●	●
Ticket opened via web	●	●	●

A support request, also called a 'ticket', is a support request for a single issue and is defined by a reasonable intervention to solve the reported issue.
An individual issue is one that cannot be divided into secondary issues. Otherwise, each secondary issue will be considered as a new support request.

The Basic, Gold, and Platinum plans allow an unlimited number of tickets.

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Opening a Ticket

The best way to open a ticket is via **support.imagicle.com** website. This is the quickest route to the Imagicle support team, which will take on the request most efficiently.
If you are unable to use our website, you can also make a support request by phone.

Service Level Agreement

ImagicleCare Gold and Platinum services provide priority reaction definitions based on issue severity and the reaction time related to the request priority and the Support team's workload.
ImagicleCare Gold and Platinum plans have a shorter reaction time and coverage than ImagicleCare Basic, guaranteeing maximum support under any condition.

Service level agreement	BASIC	GOLD	PLATINUM
Priority	-	●	●
Predefined response time	-	●	●

Request and Case Opening Processing

Imagicle processes support requests in order to establish the priority level and notify the client by e-mail to let him/her know when the request will be processed, according to the table below. Once the support case is open, a ticket number is assigned, which can be used to track the service until the problem has been solved.

Request Processing	IMAGICLECARE BASIC Priority Notification	IMAGICLECARE GOLD Priority Notification	IMAGICLECARE PLATINUM Priority Notification
CRITICAL – SEVERE IMPACT Application/system is compromised. Significant loss of service.	Within 4 hours	Within 30 minutes	Within 30 minutes

Priority criteria and maximum reaction time

Requests from customers having subscribed ImagicleCare Gold or Platinum plans always take priority over Basic support requests.

Imagicle gives priority to cases according to the table below:

Priority and maximum response time	IMAGICLECARE BASIC Max reaction time	IMAGICLECARE GOLD Max reaction time	IMAGICLECARE PLATINUM Max reaction time
CRITICAL – SEVERE IMPACT Application/system is compromised. Significant loss of service.	Next business day	< 60 minutes	< 60 minutes
HIGH – SIGNIFICANT IMPACT Application/system runs discontinuously. Reduction of service.	2 business days	< 2 business hours	< 2 business hours
MEDIUM – MINOR IMPACT Application/system runs with a moderate loss of service. Expedients allow work continuation without damage.	Best effort	< 4 business hours	< 4 business hours
LOW – MINIMAL/NONE IMPACT Application/system run without or very little service impediment	Best effort	< 8 business hours	< 8 business hours

The maximum response time is calculated on the base of Imagicle business hours, which are different for Americas, Europe and Middle East. See Service Operating Time and Period for further details.

Imagicle can and will reduce the priority level if the Client is unable to provide the resources or answers required to resolve the issue.

Imagicle can and will ask the Client to cooperate in determining the issue and for the investigation. Issue investigation can include network analysis, error message recording, configuration analysis, changes to product configuration, installation of new software versions or components, or process changes.

The Client is responsible for implementing the procedures required for software and data safety and integrity and for any unauthorized access, as well as for the restoration of files that are damaged or lost due to irreversible errors.

Support Level

Imagicle solutions are complex solutions that interoperate with various customer systems, such as communication platforms, authentication systems like Active Directory, e-mail servers, as well as with service providers' communication networks.
Therefore, specific system skills are required to analyze and resolve support requests, and sometimes the configuration of communication systems (IP-PBX) may need to be modified: this is something that only Imagicle partners/resellers and customer system administrators skilled in IT/TLC are able to do.

This is why Imagicle offers two support levels:

Level of support	BASIC	GOLD	PLATINUM
1st Level - end user	-	Optional[2]	Optional[2]
2nd Level – System Administrator (customer/reseller)	🔵	🔵	🔵

1st level Support to End Users

This is the support service provided to end users for requests related to common issues, performance, malfunctions, and product use not yet analyzed by any expert. This kind of request is not included in ImagicleCare support plans and must include an initial analysis by an Imagicle partner/reseller or the customer's system administrator. Imagicle can offer this direct support on a project basis, to customers having purchased an ImagicleCare Gold or Support plans, e.g. to Customer Service operators.
1st level support isn't available out of business time through on-call duty service.

2nd level Support to System Administrators

This is specialist support for requests already having undergone troubleshooting by the Imagicle partner/reseller or the customer's system administrator, who have already made efforts to resolve them.
If technicians cannot solve the problem or detect a fault in the product, the R&D department can also be involved.
Imagicle offers this level of support to partners/resellers and end user Imagicle system administrators, who must be able to perform troubleshooting and any configuration changes to the Imagicle Suite and UC system. Partner/reseller intervention may still be necessary in some cases.

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Service Operating Time and Period

Support services are available to all customers during business days and during business hours as shown below. For ImagicleCare Gold and Platinum subscribers only, the service is extended to Saturdays and bank holidays.

AMERICAS
MONDAY TO FRIDAY
7AM - 5PM EST/EDT
Saturday and bank holidays included for **Gold** plans
7am - 12pm EST/EDT
+1 305 5013030
support.imagicle.com

EUROPE
MONDAY TO FRIDAY
9AM - 6PM CET/CEST
Saturday and bank holidays included for **Gold** plans
9am - 6pm CET/CEST
+39 0584 943232
support.imagicle.com

MIDDLE EAST
SUNDAY TO THURSDAY
9AM - 6PM GST
Saturday and bank holidays included for **Gold** plans
12pm - 6pm GST
+971 436 05197
support.imagicle.com

REST OF THE WORLD
Access the support services choosing the most suitable service area according to your timezone.
+1 305 5013030
+39 0584 943232
+971 436 05197
support.imagicle.com

Service Operating Period	BASIC	GOLD	PLATINUM
Hours of Access	Business hours	Business hours	24X7X365
Continuous business hours	●	●	●
Standard period – Monday to Friday (Sunday to Thursday in Middle East)	●	●	●
Extended period – Saturday	-	●	●
Outside working hours – On-Call duty service	-	-	●
Bank Holidays	-	●	●

On-Call duty service out of business time

ImagicleCare Platinum plan grants an on-call duty service outside working hours.
It is operated by the Imagicle on-call service team, and it's accessible by phone with a dedicated PIN provided after purchasing the plan. It aims to help you solving high and critical issues and to perform scheduled maintenances outside working hours.
During on-Call duty service R&D escalation is not available.
This service is available only in the English language, and it is not available for Asia-Pacific time zones.

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Support Channels

ImagicleCare services provide a support channel for every need.

First, **Imagicle Help Center** - support.imagicle.com is a self-service portal 24X7X365 offering several on-line resources, including User Video Guides, Administration Guides, and a vast knowledge base, that help you finding answers to the most common questions.

You should open a support request from the Help Center. However, if you are unable to do so, our operators are ready to help you by phone.

Specific phone numbers are available for North and South American, European and Middle Eastern countries, and support is provided during local business hours. Customers from other countries and time zones can choose the number and time closest to their time zone (see table below).

AMERICAS	EUROPE	MIDDLE EAST	REST OF THE WORLD
🇺🇸	🇪🇺	🇦🇪	+1 305 5013030 +39 0584 943232 +971 436 05197
+1 305 5013030	+39 0584 943232	+971 436 05197	

Support is provided by e-mail, telephone and chat and, for ImagicleCare Gold and Platinum customers, via remote support tools that Imagicle support engineers use to work directly on the server where applications are installed.

Support channels	BASIC	GOLD	PLATINUM
Web Help Center	●	●	●
E-mail Support	●	●	●
Phone Support	●	●	●
Chat Support	●	●	●
Remote Support (i.e. Webex)	-	●	●

Proactive Support

ImagicleCare Gold and Platinum plans grant a proactive support service that provides you with a 24/7 health-check of your Imagicle UC Suite thanks to a secure data channel with the Imagicle Cloud. Through this service, you'll be notified of inefficiencies, application performance degradations, or errors as they happen.

How it works

1. The UC Suite tracks and collects relevant metrics from the system; **CPU** and **RAM** by the process; **Disk** and **Database**, Web server, and events from the VM and specific applications events from the Imagicle processes.
2. Data are sent to the **Imagicle Cloud** through the Cloud Licensing Connection
3. Data are analyzed by a monitoring tool able to **trigger alarms** on specific thresholds and on specific events.

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What customer should expect.

In case of issue detected thanks to the Proactive Support service, a case is automatically opened in Imagicle CRM and processed following the standard procedures and service level agreement.
For ImagicleCare Platinum contracts, an alarm is activated in Imagicle 24h event management platform by requesting the intervention of the technician available on-call.

Priority and maximum response time	IMAGICLECARE GOLD Max reaction time*	IMAGICLECARE PLATINUM Max reaction time*
P1 CRITICAL – SEVERE IMPACT Application/system is compromised. Significant loss of service.	< 60 minutes	< 60 minutes
P2 HIGH – SIGNIFICANT IMPACT Application/system runs discontinuously. Reduction of service.	< 2 business hours	< 2 business hours
P3 MEDIUM – MINOR IMPACT Application/system runs with a moderate loss of service. Expedients allow work continuation without damage.	< 4 business hours	< 4 business hours
P4 LOW – MINIMAL/NONE IMPACT Application/system run without or very little service impediment	< 8 business hours	< 8 business hours

**The maximum response time is calculated on the base of Imagicle business hours, which are different for Americas, Europe and Middle East. See Service Operating Time and Period for further details.

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Customers will be notified about:

1. Service degradation

Malfunction or unusual behavior of Imagicle processes may cause degradation or interruption of service.

MONITORED EVENTS	PRIORITY LEVEL	RESPONSE TIME
Crash of the VoIP stack on the UC Suite	**P1 CRITICAL**	< 1 hour
Crash of one of the licensed applications	**P1 CRITICAL**	< 1 hour
UC Suite working in High Availability and experiencing **an issue in the replica** process	**P3 MEDIUM**	< 4 hours

2. Saturation of disk space

Database and **Disk** saturation may cause degradation or interruption of service.

MONITORED EVENTS	PRIORITY LEVEL	RESPONSE TIME
Disk space available for the UC Suite **running out**	**P4 LOW**	< 8 hours
Disk space available for the UC Suite **close to saturation**	**P3 MEDIUM**	< 4 hours
Database space available for the UC Suite **running out**	**P4 LOW**	< 8 hours
Database space available for the UC Suite **close to saturation**	**P3 MEDIUM**	< 4 hours

3. Capacity saturation

Upon reaching the maximum number of **channels or users** available per app, their use may be inhibited for other users.

DESCRIPTION	PRIORITY LEVEL	RESPONSE TIME
Channels **exhaustion** (Call Recording)	**P3 MEDIUM**	< 4 hours
License **overrun** (Advanced Queueing)	**P3 MEDIUM**	< 4 hours
License **overrun** (Auto Attendant)	**P3 MEDIUM**	< 4 hours

4. Cloud connection failure

If the system stops sending information, it may **disconnect** from the Imagicle Cloud, causing malfunction or interruption of the service.

DESCRIPTION	PRIORITY LEVEL	RESPONSE TIME
IAS is unable to communicate with api.imagicle.com.	**P1 CRITICAL**	< 1 hour

Requirements

The Proactive Support will be available as of March 2020 for all customers with:

1. Imagicle UC Suite version **Winter '20 or later**;
2. **Connect your Imagicle UC Suite to the Imagicle Cloud**;
3. **Enable your cloud connected Imagicle UC Suite**, to send data via its secure channel with the Imagicle Cloud through the Licensing Portal

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Support Expert

ImagicleCare Platinum plan also includes a named Imagicle Technical Support engineer that will supervise and support the customer, by:

- planning quarterly calls to make sure you get the most out of your Imagicle UC Suite
- planning upgrades, migrations and software configuration reviews and recommendations;
- monitoring all logged incidents to facilitate timely, high-quality handling and resolution;
- performing support-case analysis for critical issues to help prevent recurring problems;

This service will be available as of April 2020

Hardware Warranty and Assistance

Manufacturers' warranties apply to all hardware products sold by Imagicle.
In case of defects, our technical support service will put the customer in contact with the supplier for replacement under warranty or to determine repair costs if the warranty has expired.

Client liability

- The Client guarantees that Imagicle systems are used and maintained according to the documentation provided with the Product.
- Imagicle is not liable for supporting third-party products not provided by Imagicle.
- Should an issue be identified as being related to third-party products, the Imagicle Support Team may and shall continue troubleshooting once the specific third-party issue has been resolved. The Client is liable for third-party support agreements.
- The Client undertakes to update the software to the most recent release version.
- The Client shall complete support request forms and include the required information when submitting a new ticket request.
- The Client shall provide connectivity to the product in order to provide Imagicle with a data connection for remote support and maintenance. The Client and Imagicle shall agree on the necessary security measures to prevent unauthorized access. However, the Client alone will be liable in matters of network security.
- Imagicle shall not connect to the Client's Network without previous authorization, and connections shall be made only for technical support purposes.
- The Client shall endeavour, as requested by Imagicle, to cooperate in issue investigation and provide electronic access to the product. Should the Client fail to provide or delay connectivity, Imagicle cannot be held liable for reduction of service for the period equal to the period of omission or delay.
- The Client shall pay the agreed fee within the agreed term.
- Imagicle may not and will not provide support until agreed fees have been paid.

Further conditions

Imagicle may not and will not provide technical support in the following cases:

- Should the final Client amend, damage or modify the product or any part thereof, especially if the Client uses software or hardware that is not certified fully compatible with Imagicle products without the explicit permission of Imagicle technical support.
- For any product having reached 'End of Life' (EOL) status and that is therefore no longer supported. See www.imagicle.com/go/EOL for product "End of Support" dates.
- For any product not covered by a valid support contract.
- For any problem caused by accident, shipping, negligence or improper use; alteration; product modification; an unsuitable installation environment; the use of material or supplies not meeting specifications, should the use of the product differ from the purposes for which the software was designed, for problems cause by Client negligence, abuse or distraction.
- For the use of the product on systems different from those specified for the product. Imagicle will not be held liable for modifications made by the Client to use the product.