

DeviceLock Technical Support Guide

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Introduction

This guide provides information about DeviceLock customer support services, policies and procedures. We recommend that our customers review this guide in its entirety to ensure the effective utilization of all aspects of their relevant support plans and features. It can help in locating appropriate resources, tools and information that will aid in resolving any issues with our products before they become problems.

Scope of Technical Support

To ensure that our customers are successfully achieving their business objectives with DeviceLock products, DeviceLock Technical Support is committed to providing the highest quality service to each and every one of our customers through dedication, expertise and professionalism.

Technical Support is intended to assist, troubleshoot and resolve specific issues resulting from the use of DeviceLock products on supported platforms with all prerequisites met.

DeviceLock technical support is available via a variety of contact methods, including a web-based user forum, Online Helpdesk for submitting online support requests, and telephone support during scheduled support hours for current software versions.

DeviceLock reserves the right to request that a customer upgrade to the most current software version to proceed with resolving a problem or technical issue, if there is no known solution to the problem for the customer's current version and the problem has been recognized and resolved in newer versions of DeviceLock. The provision of technical support does not imply that DeviceLock will fix software defects or make changes to the software.

The following items are **not** generally supported: operating systems and 3rd party products; continued support for issues, which DeviceLock has provided corrections not implemented by the customer or data requested from the customer but not provided; enhancement requests; beta versions of DeviceLock software.

Technical Support Components and Plans

Support Components

DeviceLock Technical Support service includes several components and tools as follows:

- **Web-based Online Helpdesk**
DeviceLock's Online Helpdesk is a web-based technical support case management system available for all DeviceLock customers where they can create support request tickets in real-time, monitor their case status, and communicate with the Technical Support Engineer assigned for the case. Online Helpdesk services are available round-the-clock (24x7) if this option is included in the customer's valid Support Plan.
- **Telephone Support**
Customers can contact DeviceLock Technical Support and submit technical support requests and communicate with DeviceLock Customer Service Desk (CSD) specialists and Technical Support Engineers by calling assigned telephone numbers. Telephone Support is available round-the-clock (24x7) for customers with valid Extended or Premium Support plans.
- **Product Documentation**
DeviceLock User Manual, Quick Install Guide, and Reviewer's Guide in English, German, French, Italian, Spanish, Japanese and Russian languages are available for download from the DeviceLock web-site.
- **Product FAQs**
DeviceLock FAQ and DeviceLock Technical Questions documents are available at the DeviceLock web-site.
- **Product Webinar**
DeviceLock Webinar is a demo-based video technical guide for the latest product version

that explains and demonstrates all important DeviceLock features in an easily understandable manner. The webinar's targeted audience is DeviceLock administrators.

- **Product Upgrades**

General product upgrades are developed, tested and released by DeviceLock to extend product functionality and address known issues. Product upgrades are released in the form of builds or new product versions and are available for download from the DeviceLock web-site. All DeviceLock customers are eligible for upgrading their DeviceLock installations to any new DeviceLock builds and versions released during the validity of their Support Plans.

- **Notifications**

DeviceLock product news and notifications are available through a free email newsletter. Subscription instructions are found at the DeviceLock web-site (<http://www.devicelock.com/subscribe.html>).

Support Plans

DeviceLock Technical Support offers three Support Plans designed to fit the needs of different customer categories from small businesses to large organizations.

Basic Support

Basic Support provides assistance with DeviceLock software installation and helps customers resolve problems with DeviceLock operations. Basic support includes Online Helpdesk services during DeviceLock business hours (9 a.m. to 5 p.m.), web access to Product Upgrades, Online User Forum, Product Documentation, FAQs, Webinar, and subscription Notifications on product news.

A one-year Basic Support Plan is included with every new DeviceLock license purchased. Customers who would like to continue receiving Basic Support for a longer period can purchase relevant technical support contract for the second and subsequent years.

Extended Support

The Extended Support Plan is intended for those customers whose business operations should run continuously day and night with minimal or no interruptions.

In addition to all support services available in the Basic Support Plan, Extended Support includes round-the-clock Telephone Support and Online Helpdesk services (24x7) for all Severity 1 and Severity 2 problems, as well as priority routing of issues (time-based internal escalations for Severity 1 and 2 issues), and faster response times, as detailed below in the Service Level Objectives chapter.

For a period of one year from the date of purchase, the one-year Extended Support Plan option can be purchased as an add-on to the Basic Support Plan included in the product price. For the second and subsequent years after purchasing a DeviceLock license, an Extended Support Plan can be purchased from DeviceLock, provided that customer upgrades to the most current release/version of DeviceLock to proceed with resolving a known problem or a technical issue on demand.

Premium Support

The Premium Support Plan is designed for customers with the highest level of requirements regarding the availability of their corporate computers protected by DeviceLock.

In addition to all support services available in the Extended Support Plan, every Premium Support customer will have an assigned Technical Account Manager (TAM), who will be the customer's liaison inside the DeviceLock organization and the primary customer contact for technical support and issue escalations. The assigned TAM will be responsible for focused communications and reporting to the customer (on a quarterly basis). The TAM will conduct annual on-site reviews and understand the customer's DeviceLock deployment infrastructure and specifics, ensuring priority support including real-time access to DeviceLock technical experts and business management in the case resolution process. In addition, the TAM will deliver and explain customer feature requests to R&D, thereby helping the customer influence the DeviceLock product roadmap.

The table below summarizes DeviceLock Support components and features for different Support Plans.

| Support Plan Comparison Matrix | | | |
|--|----------------------|-----------------|----------------|
| Support Plan Components & Features | Support Plans | | |
| | Basic | Extended | Premium |
| Technical Account Manager | | | ✓ |
| 24x7 Telephone Support (after hours phone support for Severity 1 and 2 issues only) | | ✓ | ✓ |
| 24x7 Online Helpdesk | | ✓ | ✓ |
| Priority Routing of Issues (Time-Based Internal Escalations of Severity 1 and 2 Issues) | | ✓ | ✓ |
| Faster Service Response | | ✓ | ✓ |
| 9x5 Online Helpdesk | ✓ | ✓ | ✓ |
| Online User Forum | ✓ | ✓ | ✓ |
| Product Upgrades | ✓ | ✓ | ✓ |
| Product Documentation | ✓ | ✓ | ✓ |
| Product Webinar and FAQs | ✓ | ✓ | ✓ |
| Notifications | ✓ | ✓ | ✓ |

Service Level Objectives

Outlined in the table below are Service Level Objectives (SLOs) for the provision of DeviceLock product support. DeviceLock Technical Support will apply all reasonable efforts to meet the SLOs with regard to remedial software support, and it will make a continuous effort to resolve Severity 1 support cases. Please be aware that the following targeted response times are intended for setting mutual expectations and not indicative of resolution times.

Note: Customers may be required to provide additional technical information regarding their support cases to facilitate the resolution process. Any access delay may impact DeviceLock's efforts to provide relief within the SLO targets specified.

| Technical Support Service Level Objectives | | | | |
|---|---------------------------------|-------------------------------------|---|--|
| Support Plan | Case Severity | Initial Response¹ | Work Effort | Status Update Frequency² |
| Basic | Critical (Severity 1) | 12 hours (9x5) | Continuous 9x5 during business hours until relief identified. | Once per day (business day) |
| | High (Severity 2) | 24 hours (9x5) | Daily, during business hours. | Once every 2-3 days (business day) |
| | Medium (Severity 3) | 36 hours (9x5) | Weekly, during business hours. | Once a week |

¹ **Initial Response** is defined as contact by either e-mail/trouble tickets system or phone by a trained Technical Support staff to gather additional information about a customer support issue and to determine the steps to reproduce the problem.

² **Status Update Frequency** is the frequency with which DeviceLock Technical Support will update customers on their open support cases. This frequency may be extended by mutual agreement between the customer and DeviceLock Technical Support.

| | | | | |
|-----------------|---------------------------------|-------------------|--|-----------------------------------|
| | Minor (Severity 4) | 48 hours (9x5) | Every other week, during business hours. | Once a month |
| Extended | Critical (Severity 1) | 2 hour (24x7) | Continuous 24x7 until relief identified. | Every 4 hours (7 days a week) |
| | High (Severity 2) | 4 hours (24x7) | Daily, during business hours. | Once per day (business hours) |
| | Medium (Severity 3) | 8 hours (9x5) | Weekly, during business hours. | Once a week (business hours) |
| | Minor (Severity 4) | 12 hours (9x5) | Every other week, during business hours. | Twice a month (business hours) |
| Premium | Critical (Severity 1) | 1 hour (24x7) | Continuous 24x7 until relief identified. | Every 4 hours (7 days a week) |
| | High (Severity 2) | 2 hours (24x7) | Daily, during business hours. | Once per day (business hours) |
| | Medium (Severity 3) | 4 hours (9x5) | Weekly, during business hours. | Once a week (business hours) |
| | Minor (Severity 4) | 10 hours (9x5) | Every other week, during business hours. | Twice a month (business hours) |

Case Management Process

Customer Cooperation

Resolving technical problems and questions requires a cooperative partnership between the customer and the DeviceLock Technical Support staff. Customers are expected to actively cooperate with the DeviceLock Technical Support staff during their case resolution process by timely responding to relevant questions and performing other required actions (e.g. gathering additional diagnostic information).

Actions before Contacting DeviceLock Support

Before contacting DeviceLock Support customers are required to complete the following steps:

- Clearly define the problem or question
- Try to identify possible sources of the problem
- Gather environment, product and diagnostic information
- Study product documentation and self-support resources available at the DeviceLock website including product FAQs, the webinar, and the Online User Forum.

Interacting with DeviceLock Support

When customers place a call to Telephone Support services or create a Support Request through Online Helpdesk, in addition to formal customer identification and Technical Support contract validation, they will be required to provide at least the following product and problem information:

- Product name, version and serial number
- Windows version (including service packs and other installed fixes or patches) and localization
- Customer's computer information: CPU type and speed, installed memory
- Description of the problem (as much detail as possible so DeviceLock Support can replicate the problem)
- Statement on the business impact of the problem to help properly define the case severity level.

A Technical Support Case will be opened once the product is identified, the customer's support contract is verified, and the problem severity level is defined.

Mutual Resolution Commitment for Severity 1 Cases

DeviceLock Technical Support will apply all available resources to timely resolve any open Severity 1 issue for customers with valid Extended or Premium Support Plans. It is expected that customers are willing and able to apply the necessary resources towards this objective. DeviceLock Technical Support reserves the right to downgrade the severity of the case as solutions are provided that lessen the problem impact or in situations when the customer's authorized technical contact does not engage cooperatively in resolution efforts.

Case Severity Levels

Support case severity levels are specified and validated by customers during case creation based on the business impact of the problem or issue. The table below outlines the available severity levels of support requests with their definitions and examples.

| Case Severity Levels | | |
|---------------------------------|---|--|
| Case Severity | Issue Definition | Examples |
| Critical (Severity 1) | Severe problem with a DeviceLock-protected system preventing customers from performing critical business operations. There is no known workaround for problem. | <ol style="list-style-type: none"> 1. DeviceLock impacts host workstation performance 2. DeviceLock fails to correctly operate on certain hardware devices |
| High (Severity 2) | Problem impact is high: As a result of a major DeviceLock function or feature failure on the protected system, or customer actions on DeviceLock, customer performance regarding their job functions is severely limited. Workaround exists but it does not resolve the problem to a reasonable extent in most cases. | <ol style="list-style-type: none"> 1. DeviceLock prevents software/software components from functioning properly 2. Lost credentials for a DeviceLock Administrator account with 'DeviceLock Administrators' functionality activated |
| Medium (Severity 3) | Problem impact is medium: customer performance or job functions are largely unaffected. Workaround exists that resolves the issue to a considerable extent. | <ol style="list-style-type: none"> 1. Lacking or invalid system settings/services required by DeviceLock 2. Undocumented DeviceLock product behavior or inaccurately documented feature. |
| Minor (Severity 4) | Minimal or no business impact. No workaround required. | <ol style="list-style-type: none"> 1. Product enhancements. 2. Usage questions. 3. Cosmetic issues with DeviceLock GUI or features. |

The severity of a support case may be changed downwards by the DeviceLock Support Team during the case resolution process as a result of the following developments:

- If a temporary or workaround solution is provided to mitigate the material impact of the problem;
- If it is found that the customer has not studied DeviceLock product documentation enough and the case relates to the improper use of the product;
- If the customer does not properly engage in the case resolution process.

Case Resolution

Case Resolution Policies

For all customer support cases, DeviceLock implements a FIFO-based procedure, which also considers the customer's Support Plan type and the severity of the case to prioritize its processing.

For all technical support requests, customers with valid Extended or Premium Support Plans are directly connected to a Technical Support Engineer during DeviceLock Customer Support's normal business hours. The fast case transfer to a Technical Support Engineer happens for all Critical (Severity 1) technical support requests.

The assigned Technical Support Engineer replicates or otherwise identifies the technical problem, attempts to resolve it, and engages other DeviceLock Customer Support resources if necessary for further problem isolation and resolution.

Case Relief

Based on the information collected during problem identification and replication, the Technical Support Engineer tries to provide "relief" for the problem. *Relief* is defined as the answer to customer's question or, in the case of a product issue, a temporary fix, a workaround (configuration changes, temporarily turning off non-critical product functionality) or an action plan to get the product in question up and running. In the event relief cannot be determined during initial response, research will continue off-line and will include additional research and testing. For example, a solution or workaround can be provided to resolve the issue with the DeviceLock product. Alternatively, the problem may appear to be an issue that does not involve the DeviceLock software – e.g. a bug in 3rd party product driver.

Once relief is provided and confirmed by the customer, DeviceLock Technical Support will downgrade the severity of the case.

Case Resolution

Case Resolution is defined as a permanent solution to a customer problem.

The relief provided to the customer problem may also be the solution that resolves the problem completely. Given the customer confirmation has been received, the case will be closed.

If relief is delivered and it has not resolved the problem, the DeviceLock Technical Support Engineer will continue research until case resolution is found and delivered and the customer confirms that it resolves the problem, at which time the case will be closed.

For some product defects, a permanent solution may be available in the next minor (bug-fix) product build or release. Also, custom workarounds may be developed to circumvent a product defect that will not be included in future builds or releases; in such cases, these workarounds will be considered a permanent resolution by DeviceLock Technical Support.

Support Structure and Case Resolution Process

To resolve customer support issues DeviceLock uses a three-level support organization and process. Every issue is processed and – if required – escalated based on its assigned severity and the customer's valid Support Plan. The DeviceLock Technical Support organization includes *Customer Service Desk*, *Advanced Technical Support*, and *Product Engineering* teams that perform Level 1, Level 2, and Level 3 support functions of the entire case resolution process correspondingly.

Customer Service Desk

The Customer Service Desk (CSD) team is staffed with trained specialists that perform the following first-line (Level 1) support functions:

- Receiving support requests through telephone calls or DeviceLock's web-based Online Helpdesk;
- Verifying customer information, handling license, software shipments and other non-technical inquiries;
- Recording support requests and complaints, validating severity levels of technical issues, monitoring case resolution process, keeping customers informed on request status;

- Identifying problems, making an initial assessment of technical issues, attempting to resolve them;
- Escalating non-resolved technical issues to Advanced Technical Support Team;
- Closing incidents and confirmation with the customers.

For issues requiring technical support, the case is assigned to a Technical Support Engineer who replicates or otherwise identifies the technical problem, attempts to resolve it, and – if required – escalates it to Advanced Technical Support team.

Advanced Technical Support

The Advanced Technical Support (ATS) team performs Level 2 support functions and is staffed with expert-level engineers possessing comprehensive knowledge of DeviceLock products.

Automatic escalation to ATS happens if the issue is suspected to be a product defect, if the case remains open after a certain period of time as defined in the case escalation process, if an advanced product skill set is required to make timely progress on the issue, or following management intervention.

The ATS team reproduces technical issues, creates solutions to resolve issues that are not product defects, identifies and confirms product defects, designs workarounds for customer relief, and detects those issues caused by 3rd party product inconsistencies. In addition, ATS is responsible for conveying the status of technical issues that have been escalated to them via CSD, and for escalating issues to the Product Engineering team if required.

Product Engineering

The Product Engineering (PE) team members include various specialists from the DeviceLock Research & Development (R&D) department. The PE members are directly involved in DeviceLock software development and Quality Assurance (QA) processes, thus possessing the highest level of product knowledge and expertise.

Escalation to Level 3 support – PE – occurs if ATS reproduces a product defect or determines that product development skills are necessary to isolate an urgent issue in a timely fashion. The priority of the work done by PE is jointly agreed to between ATS and PE. Regular oversight meetings between ATS and PE are held to review and synchronize the status of all customer-reported product defects, as well as Severity 1 and Severity 2 issues.

Product repairs made by PE are provided in the form of a minor (bug fix) product build that is built on the most recent product version.

Hot-fixes do not receive extensive QA testing. Testing is limited to, wherever possible, verifying that the reported issue is repaired. DeviceLock PE has a routine process for rolling up all hot-fixes into a patch kit, which then receives a full QA cycle.

Case Escalation Process

Guidelines for Case Escalation

The assigned Technical Support Engineer should be the first individual to receive all customer concerns and issues. They will review the customer problem and situation and will either provide information about the customer's concern or transfer the problem to the correct internal department. If after speaking with the Technical Support Engineer about a problem or concern, a customer does not feel that they have been given the urgency or priority deserved, the escalation process goes into effect.

Whether or not, the problem is to be escalated, it is important that all information regarding the problem requested by the assigned Technical Support Engineer be provided for their examination and that all (reasonable) actions they have requested be undertaken.

The problem should be of Severity Level 1 or 2 and should have been raised for longer than specified for that severity level in the Escalation Timescale table below.

To formally escalate the problem, the customer should call the support number, specify the registered case number, the customer name, and ask to speak with a Technical Support manager on the escalation case.

Escalation Timescales

In addition to the above described regular case resolution process, Severity 1 and 2 cases for customers with valid Extended and Premium Support Plan contracts are internally escalated on a timely basis to DeviceLock executive management officers as outlined in the table below.

For customers with Basic Support Plans, DeviceLock Technical Support may internally escalate Severity 1 and 2 cases by its own decision when the case has been identified as a serious product defect that may severely impact other DeviceLock customers.

| Case Escalation Timescales | | | |
|-----------------------------------|---------------------------------|--|--------------------------|
| Support Plan | Case Severity | Escalation Time since the Initial Request | Escalation Level |
| Basic | Critical (Severity 1) | 24 hours | Chief Operating Officer |
| | | 48 hours | Chief Technology Officer |
| | High (Severity 2) | 48 hours | Chief Operating Officer |
| | | 96 hours | Chief Technology Officer |
| Extended | Critical (Severity 1) | 12 hours | Chief Operating Officer |
| | | 24 hours | Chief Technology Officer |
| | High (Severity 2) | 24 hours | Chief Operating Officer |
| | | 48 hours | Chief Technology Officer |
| Premium | Critical (Severity 1) | 8 hours | Chief Operating Officer |
| | | 16 hours | Chief Technology Officer |
| | High (Severity 2) | 12 hours | Chief Operating Officer |
| | | 24 hours | Chief Technology Officer |

Criteria for Closing Cases

Support cases will be closed when one of the following events occurs:

- DeviceLock has provided a solution that the customer has confirmed resolved the problem.
- Customer's authorized technical contact asks DeviceLock Technical Support to close a case.
- A workaround is provided.
- A product defect is identified, and the activity on this case is postponed until a build or release containing the fix for the problem is delivered. Customers shall confirm that the problem is resolved before Technical Support closes the case.
- A documentation defect is identified and delivered to DeviceLock Product Engineering.
- The case is found to have been caused by an inconsistency in a 3rd party product.
- A DeviceLock Technical Support Engineer has left three or more phone or e-mail messages over a one-week period requesting contact and has not received a response.
- The issue is outside the scope of DeviceLock Technical Support and the customer has been directed to the appropriate resource.
- The issue is identified as a desired product feature that is not currently supported by the product. This case is then converted to a request for enhancement and submitted to DeviceLock Product Engineering for possible implementation in a future release. A relevant notice is sent to the customer and the case is closed.

DeviceLock Customer Support Policies

This section outlines the main rules and conditions ("policies") of DeviceLock technical support provisioning for DeviceLock customers.

Technical Support Fees

Technical support fees are due and payable annually in advance of a support period, unless otherwise stated in the relevant ordering document or payment contract with DeviceLock. To process a technical support order from a customer, an invoice will be issued and sent to the customer's designated billing address upon receipt of customer's commitment to pay. Failure to submit payment will result in the termination of support.

Technical support fees paid in advance are defined by the DeviceLock technical support price-list for the licensed software in effect at the time when the relevant purchase order has been received by DeviceLock.

Support Period

DeviceLock technical support is effective upon the effective date of the customer's ordering document unless stated otherwise in the ordering document. Unless otherwise stated in the ordering document, DeviceLock technical support terms, including pricing, reflect a 12 month support period (the "Support Period"). All technical support services ordered for a Support Period and the related fees are non-cancelable and non-refundable. DeviceLock is not obligated to provide technical support beyond the end of the Support Period unless the technical support contract is renewed on or before the service expiration date.

Matching Service Levels

In the scope of a DeviceLock technical support contract, all licenses in any given license set must be supported under the same support service level (Support Plan). DeviceLock will not support a subset of licenses within a license set, and to acquire technical support from DeviceLock the license set must be reduced by terminating any unsupported licenses through a termination document issued by the customer and sent to DeviceLock.

Reinstatement of DeviceLock Technical Support

In the event that technical support lapses, upon the commencement of technical support a reinstatement fee must be paid in addition to the technical support contract fee paid in advanced as defined in the Technical Support Fees section of the document. The reinstatement fee is equal to 40% of the relevant DeviceLock software product license price in effect at the time of reinstatement.

Instead of paying the reinstatement fee, the customers with lapsed technical support may optionally choose to renew their then expired technical support contract back to the date technical support lapsed and additionally repay prorated regular technical support fees since that lapsed date up to the time of reinstatement.

Product Lifecycle and Technical Support

All DeviceLock products go through the following phases during their technical support lifecycle:

1. Beta version
2. General Availability (Current Release)
3. Continued Support
4. Decommissioning

The level of technical support available for a product depends on the particular phase of its lifecycle as follows:

Beta Version Phase

During the beta phase of a product's life cycle, DeviceLock will provide limited technical support during DeviceLock business hours for the product.

General Availability Phase

For all products in the General Availability phase of the lifecycle, DeviceLock will provide technical support services for the product according to the terms of available Technical Support Plans. The

level of support services for a particular customer depends on its then valid Technical Support Plan.

Continued Support Phase

Once a new DeviceLock version becomes available, DeviceLock Product Engineering will no longer develop new upgrades and fixes (maintenance builds) for the previous product release. DeviceLock reserves the right to request that the customer upgrade to the current version available only with a current support plan agreement. For an additional 12 months, DeviceLock may offer limited support on that version - answering usage questions only.

Decommissioning Period

Following the end of the published product version support availability period ("Support Withdrawal Date"), DeviceLock Technical Support will no longer provide support for the previous product version. At the same time, information in the customer self-service tools at the DeviceLock web-site (Online User Forum, FAQs, and Product Documentation) will remain available for a reasonable period beyond this withdrawal date.

DeviceLock Business Hours

| <i>DeviceLock Business Hours</i> | |
|--|---|
| Americas Technical Support Center located in San Ramon, CA, US | Monday – Friday, 8:00 a.m. to 5:00 p.m. Pacific Standard Time |
| EMEA Technical Support Center located in Moscow, Russia | Monday – Friday, 8:00 a.m. to 5:00 p.m. Moscow Time |

Calls outside these hours are handled by an open DeviceLock Technical Support Center. After hours phone support for Severity 1 and 2 issues only is available for customers with valid Extended or Premium Support Plans.