

About Syneto Customer Support

The Syneto Customer Support service is a comprehensive framework for software support and hardware maintenance of Syneto products. It is designed to simplify and accelerate support operations by providing a single point of contact for the entire infrastructure stack.

Syneto support services are available 24/7, 365 days/year with local language support in English and Italian.

To streamline issue diagnostics and resolution, the engineering and support teams are colocated and live in a culture of going above and beyond to solve a customer's issue should it occur.

Customer Support Levels

Basic Warranty Included with your Syneto	Pro. support Optional add-on service	Mission critical Premium add-on service
Entitles customers to receive software support (maintenance, patch releases, upgrades).	Accelerated response times for software support. (detailed in Target Initial Support Response section)	Fastest response time for software support, available non-stop (24/7 x 365 days/year, see Target Initial Support Response section).
Case handling during standard business hours* (9-17 CET, Mon-Fri).	Case handling during standard business hours* (9-17 CET, Mon-Fri).	Includes SERENITY
Hardware replacement time (parts arrival on-site after diagnosis) via pre-paid courier service is Next Business Day (NBD)	Hardware replacement time is Next Business Day (NBD), replacement by on-site Syneto field engineer.	Root cause analysis. Direct access to senior engineers.
*Off-hours support will be billed separately.	*Off-hours support will be billed separately.	Hardware replacement time is 4 hours, by on-site Syneto field engineer.

SERENITY Pro-active Support

SERENITY* is our pro-active support service. It simplifies and accelerates the resolution of technical issues, offers a personalized support experience and intelligently monitors any of your Syneto solutions.

More about SERENITY: <https://syneto.eu/support/#serenity>

* SERENITY is available as an add-on service for the Pro. support package and is included in the Mission critical package.

Helpful links & phone numbers

Contacting Syneto Customer Support

You can open a ticket by visiting our support portal: <https://helpdesk.syneto.eu>

You can also call one of the following numbers:

Italy: (+39) 080 908 0522 (24/7) Romania: (+40) 771 443 480
UK: (+44) 117 456 5656 International: (+39) 0809 080522

You can always find more information at: <https://syneto.eu/support>.

Support Ticket Lifecycle

All Support tickets, opened from the appliance's help menu, portal, chat or on the phone, go through a consistent lifecycle:

1. Creating your Profile

If you are new to Syneto Support, we need you to create a Customer Profile on our support portal.

Visit <https://helpdesk.syneto.eu> and click "Sign Up". If you are having issues creating your account or profile, please e-mail us: support@syneto.eu.

2. Collect Information to Expedite Resolution

Providing us with background information about the issue you are facing will help us understand it better and do some preliminary research before we engage with you. This makes our interaction more effective and efficient. When you open the case, provide:

- ▲ System Serial Number
- ▲ Hardware ID
- ▲ Versions of all relevant software (SynetoOS and Hypervisor)
- ▲ The time when the system became unavailable
- ▲ Whether the issue can be reproduced
- ▲ Steps taken thus far in remediation

3. Create a Support Ticket

- 📄 From the help menu of the appliance
- 📄 From the portal: <https://helpdesk.syneto.eu>
- 💬 Via chat: <https://syneto.eu/support>
- ✉️ Via e-mail: support@syneto.eu

4. Acknowledging the ticket

A Technical Support Agent (TSA) is assigned to your Support Ticket and will manage your problem until it is mutually agreed that the Support Ticket can be closed. Occasionally, Syneto may reassign a Support Ticket from one TSA to another, due to time zone differences, or if different product expertise is required. The assigned TSA will contact you by e-mail and/or phone, as appropriate, during the resolution process.

5. Close a Support Ticket

A ticket is closed when you confirm that a resolution has been reached, or if we do not hear from you within 5 days of a request for information, and multiple attempts have been made to contact you during this period. A ticket may also be closed without final resolution, with acknowledgment and agreement from you.

6. Customer Satisfaction Surveys

After a support ticket is closed, you will be invited by e-mail to fill out a short survey about your experience. Your feedback is a valuable way of measuring how well the Syneto Support team has met your expectations.

Customer satisfaction surveys give you the opportunity to provide us with valuable information that helps us improve our interactions with you, but also provide product improvement suggestions.

Target Initial Support Response

To make sure your support request is prioritized correctly, Syneto will use the following guidelines to assess issues and provide an initial response in a timely manner based on their priority level.

Priority	Description	Response time
P1	Emergency – System is not available and productivity has been halted. The product is unusable in its current state.	Within 4 Hours (Basic) Within 1 Hour (Pro. support) Within 30 Mins. (Mission Critical)
P2	Critical – System is available but experiencing issues that have a direct impact on productivity. Major inconvenience.	Within 8 Hours (Basic) Within 4 Hours (Pro. support) Within 2 Hours (Mission Critical)
P3	Normal – System is having an occasional issue that has been identified as needing to be resolved, but the issue has not greatly affected productivity. Minor inconvenience.	NBD (Basic) Within 8 Hours (Pro. support) Within 4 Hours (Mission Critical)
P4	Low – Questions about documentation, processes, or procedures. General information requests.	NBD (Basic, Pro. support) Within 8 Hours (Mission Critical)

Replacement Parts Target Response

- ▲ **Basic** - Next Business Day (parts arrival on-site by courier)
- ▲ **Pro Support** – Next Business Day (9AM-5PM)
- ▲ **Mission Critical** – 4 hours (available in most major metropolitan locations)

For **Pro. Support** and **Mission Critical**, a field Engineer will be dispatched on-site to perform the hardware replacement. The engineer will provide software expertise, prepare the environment for hardware replacement, initiate system restoration and perform the diagnostic health-check to validate the environment. Delivery time starts after TSA's diagnosis ends, not at the ticket opening.

syneto

Simplify • Accelerate • Protect

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Syneto Support Best Practices

1. Keep Your Profile and Location Up to Date

We encourage you to create an account and maintain your company information on our Central and Support Portal.

2. Training Your Technical Staff

We have found that customers who invest in Syneto Training courses for their staff are much more effective in defining the symptoms of their technical problems and working with us to resolve underlying issues.

The return on investment is almost immediate when you consider the cost of training versus the cost of downtime. The Syneto Training program offers the knowledge, skills, and credentials to successfully deploy and maintain Syneto products.

3. Plan Ahead

We recommend reviewing the Syneto Release Notes and other related Product Documentation prior to deploying our products or performing an upgrade.

These are available on: <https://helpdesk.syneto.eu> and <https://central.syneto.eu>.

4. Enable Remote Tunnel Access

To the extent allowed by your organization's security policies, we encourage you to use our "Open a ticket" feature from the SynetoOS interface, which sends system health logs and can automatically create a support ticket.

Enabling the Remote Tunnel allows support staff to log in remotely via secure SSH tunnel to proactively diagnose and resolve alerts which have been triggered from Alerts or by the customer. Remote Tunnel access is a feature that can be enabled or disabled by the customer in response to a request from Syneto support to troubleshoot the system. Used together, the features allow us to resolve support cases 30% faster.

5. Technical Support Policies

Syneto Support is intended to assist, troubleshoot and resolve specific issues resulting from the use of Syneto products on a supported platform and with all prerequisites met. Issues arising from a need of training, implementation services, and customization may be referred to our Professional Services organization to contract the services appropriate to the need.

The provision of technical support does not imply that Syneto will fix all software defects or make changes or enhancements to the software upon request.

The following items are NOT generally supported:

- ▲ Operating systems and third-party applications.
- ▲ Alterations or revisions to SynetoOS made by the customer.
- ▲ Continued support for issues where Syneto has provided corrections not implemented by the customer or where data requested from the customer necessary to resolving the issue has not been provided.
- ▲ Issues that cannot be replicated by Syneto after following the customer's instructions.

Syneto creates technologies which Simplify, Accelerate and Protect IT operations. We take the latest, cutting-edge enterprise IT technologies and combine them with an incredible level of management simplicity and operational agility to deliver uncompromising simplicity, speed and security. A demonstration of how smart IT can be.

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