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Simplify • Accelerate • Protect

Support and Maintenance

Fast, simple and safe services.
Improved thanks to your requests.

A performance customer service is not based on a single department, but on the entire company. That's why at Syneto we have rethought the concept of support and created the type of assistance our customers expect.

Benefits

Multi channel assistance

Support via ticket, remote and by phone, to ensure immediate handling of every single support request.

Scalable and multiple plans

A set of renewed support plans, to meet the needs of companies of any size and scalable at any time.

SW and HW coverage

Remote and on-site assistance services to ensure immediate software updates and hardware replacement.

Listening ⌐ Assisting ⌐ Resolving

Syneto has always been at the service of its customers to ensure the highest levels of agility in the implementation of technologies to **simplify**, **accelerate** and **protect** corporate IT operations.

Innovation and success that made our solutions unique over the years cannot avoid a **constant focus** in terms of assistance and support.

Preparation, flexibility and empathy are the key points of the renewed Syneto Customer Support, with the aim of best supporting every single request and bring it towards a **quick** and **effective** resolution.

Customer Support

At Syneto, we understand that our customers rely on efficiency and uptime for all of our technologies. We have therefore extended the following support services to all of our customers, for **all available support plans**.

2 hours first response

Our Technical Support Specialists ensure receipt and analysis of each single support request within 2 hours from opening.

"On-Call" service

For any need of further information during analysis, customer's staff will be contacted by our Customer Support over the phone.

R&D escalation

Automatic and immediate redirection of all low-level technical issues to our internal research and development team.

Multi language support

We guarantee constant assistance in English, Spanish and Italian, both for remote support via ticket and phone support.

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Available plans

	Pro Support	SuperPro Support	Mission Critical
	Micro companies, **basic** infrastructures	Small-medium companies, **standard** infrastructures	Medium-large companies, **critical** infrastructures
Standard time (CET) 09:00 > 18:00 (Mon > Fri)	✔	✔	✔
Extended time (CET) H24 / 365 days per year			✔
Company contacts Number of authorized contacts	2	4	**unlimited**
First response Analysis and 1° level response	P1-P2-P3-P4: **2 hours**	P1: **1 hour** P2-P3-P4: 2 hours	P1: **30 minutes** P2-P3-P4: 1 hour
Software updates SynetoOS releases, updates and patches	✔	✔	✔
Hardware maintenance Server and components replacement	✔	✔ on-site	✔ on-site
Remote assistance TeamViewer® remote assistance	✔	✔	✔
SerenITy service Pro-active server monitoring		✔	✔
Hypervisor support Assistance on VMware® issues		✔	✔
Reports and analyzes Root cause and performance analysis			✔
Phone support Dedicated and direct Syneto line			✔

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Levels of priority

Assigning the correct priority to each request received by Syneto Customer Support is a simple operation, but of great importance.

A quality classification of requests, based on the real situation and needs, allows the customer to receive the correct support from the most suitable staff and to avoid slowdowns due to the revision of the type of priority.

Each support request can be opened by choosing between 4 different priorities:

P4 Low

Inquiries about features, processes and procedures, such as product documentation and general questions.

P3 Standard

Problems that cause instability in production systems and general repercussions on business productivity.

P2 Critical

Occasional, non-blocking errors, and need to reproduce the effects, which have no impact on productivity.

P1 Emergency

Systems unavailable and fully interrupted productivity. Immediate analysis and resolution is needed in order to restore operations.

NOTE

The correct priority level for determining the first response time of each individual request is subject to verification by Syneto Customer Support and may vary according to subsequent checks and evaluations.

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Updated and safe environment

An updated software allows customers to access multiple benefits, including new features, improvements for existing ones and general increase of internal productivity.

Updates and bugfixes allow the resolution of anomalies and problems encountered on systems, through the simple installation of small software packages.

Correct application of security patches finally allows to keep a safe company work environment, protecting access to data and ensuring its usability locally and remotely.

Software updates

All Syneto support plans benefit from software updates to ensure constant maintenance of installed systems, the introduction of new advanced features and the correction of bugs and anomalies.

[R] Release

Main updates for SynetoOS, release of new features, changes to the interface and increase in general system stability.

[U] Update

Minor changes for the introduction, change or bug fixing of system functionalities and the user interface.

[P] Patch

Resolution of specific bugs detected on the system, through the installation of dedicated hotfixes, maintaining software compatibility.

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Operations and replacements

A performing IT infrastructure must be able to combine efficient software solutions with solid and durable hardware equipment, ensuring high levels of uptime and proper maintenance.

Attention and care provided to your hardware allows to extend the life time of the equipment and safeguard its investments.

Even the best equipment requires maintenance over time and that's why the best infrastructures work thanks to quick fixing, preventing the interruption of the provided services.

Hardware maintenance

A special maintenance is included in all support plans, providing assistance on hardware issues, both at the server level and spare parts[1] level, such as CPU, controller, RAM and hard drives.

The **SuperPro** and **Mission Critical** plans also include the possibility to request a direct **on-site** intervention of Syneto certified technicians, with all spare components, in NBD[2] mode and subject to hardware availability[3].

(1) Spare parts support available for Hyper Series systems only. For Hyper Edge systems, the customer will receive a new replacement unit upon the occurrence of any reported hardware issue, subject to confirmation from Syneto Customer Support.

(2) NBD means "Next Business Day", that is the on-site presence of a technician during the working day following the receipt of a support request by Syneto Customer Support, if received by 15:00 CET. Only for systems installed in Italy and covered by the Mission Critical plan, the mode changes from "Next Business Day" to "within 4 hours" (always subject to hardware availability).

(3) "hardware availability" means the physical presence of the spare parts at the manufacturer site, a Syneto office or a third-party supplier able to guarantee the immediate pick-up.

Instant connections

The increase of remote connections over the public network and the securing of transmitted data, make it possible to extend the capacity for technical intervention, erasing long waiting times due to physical travel.

More and more companies, in fact, are equipping themselves with remote assistance services, to speed up operations and maximize the uptime of their services.

The correct use of the right technologies, together with trained staff able to act instantly, can drastically affect the quality of a support service in the modern era.

Remote assistance

All Syneto support plans include an important remote assistance service, through which specialized personnel are able to directly connect to customer's installation.

This service allows to benefit from direct support both for checking activities on problems and anomalies, and for software updates, through a secure connection established via SSH tunnel.

Tunnel		SSH

Syneto
Customer Support

Internet

Cliente

Pro-active monitoring

Ensuring the stability and efficiency of IT infrastructure is today a goal of primary importance for all modernly organized companies that wants to manage their systems in a structured way.

Identifying and solving problems in the shortest possible time means minimizing malfunctions and aiming to erase downtime.

A pro-active control of infrastructure is a fundamental approach for prevention and allows the implementation of specific measures aimed at anticipating problems.

SerenITy service

Included in the **SuperPro** and **Mission Critical** plans, SerenITy is the pro-active support service created by Syneto for constant monitoring of systems and sending automatic alerts to Customer Support.

Through a constant analysis of the system logs, SerenITy generates and sends automatic alerts to allow immediate handling of the problem and accelerate the analysis and resolution process.

SerenITy customers receive manual communications from Customer Support for "**Critical**" events (such as damaged disks) and automatic communications through the dashboard or via email for "**Warning**" events (such as failed replicas).

Control of the infrastructure

In today's cloud environments, full control of virtual systems infrastructure plays a decisive role in preventing blocking problems and quickly reacting in the event of adverse events that may occur within the company.

Within virtualized environments, the central and most important component is called *hypervisor* and is responsible for managing virtual machines.

The correct functioning of the hypervisor, also known as VMM (Virtual Machine Monitor), is essential for the smooth running of all virtual machines.

Hypervisor support

Syneto bases its most advanced solutions on **VMware**® **ESXi**, the most compressed and robust hypervisor in the world, which sets the industry standard in terms of speed, reliability and performance.

The **SuperPro** and **Mission Critical** support plans benefit from direct assistance in the event of problems related to the malfunction of the hypervisor and all its components, to ensure a rapid restoration of the infrastructure.

IMPORTANT: in order to take advantage of the hypervisor support, the reseller or the end-user must have an **active VMware support plan**, through which Syneto can guide the management of problems and follow their resolution.

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Understanding the details

Upon the occurrence of anomalies or blocking problems, understanding details is often essential in order to correctly replicate the event and prevent from happening again on the same systems.

Detailed analyzes allow to examine at a lower level the effects caused by a potential anomaly and the reasons that generated it.

Within medium-large infrastructures or in the presence of operational criticalities, detailed analyzes are therefore a valid support tool to better understand the causes and prevent the occurrence of potentially harmful situations.

Reports and analyzes

The **Mission Critical** support plan includes two major analysis services, called RCA (Root Cause Analysis) and PA (Performance Analysis), focused on the formulation of technical causes and the analysis of general systems performance.

The **RCA (Root Cause Analysis)** service can be requested through Customer Support for each specific anomaly with **priority P1** or **P2**, thanks to the direct involvement of the Syneto research and development team.

The **PA (Performance Analysis)** service can be performed on express customer request in the event of anomalous slowdowns, which alter the standard operation of production systems.

Direct, immediate assistance

Access to a direct and always available support channel plays a decisive role, especially in the context of medium-large infrastructures, both for the constant supervision and for the safeguarding of related investments.

Critical infrastructures and provided services cannot be separated from a constant focus and quick intervention skills.

For this reason, in parallel with effective online ticketing systems and pro-active automated tools, the most demanding customers require the availability of a direct communication channel, to bypass standard waiting times.

Phone support

Critical infrastructures need constant attention and prompt intervention in case of need. This is why the **Mission Critical** plan includes a dedicated phone support line, available 24 hours a day, 7 days a week and 365 days a year.

Through a dynamic shifts plan, a Syneto Technical Support Specialist will always be available to provide immediate first level support and internally escalate all requests that require further investigation.

Phone support is a *"peace-of-mind"* service, the most exclusive across support and maintenance services available, allowing the most demanding customers to receive a **toll-free number** to get in touch with Syneto at any time.

Best practice

Profile

All Syneto customers are invited to create an account on our portal and to keep their company information up to date, including contact details.

Syneto Central: central.syneto.eu

Training

We have found that clients who invest in Syneto training courses are better prepared to provide details on their technical problems and work with us to resolve them. Plus, the return on investment is immediate, considering the cost of training versus the cost of downtime.

The Syneto Training Academy program offers the knowledge and skills needed to implement and maintain Syneto products effectively and efficiently.

Syneto Training Academy: learn.syneto.eu

Knowledge base

Syneto provides its customers with a platform full of contents and technical articles, to support the autonomous resolution of most problems that may arise from the daily use of our technologies.

Consultation of the knowledge base is highly recommended, before performing any update on your infrastructure or before opening a new ticket on the Syneto support portal.

Syneto Knowledge Base: helpdesk.syneto.eu

Tickets

Customers can open support tickets connecting to Helpdesk or via email to "**support@syneto.eu**".

Syneto Helpdesk: helpdesk.syneto.eu

Remote access

The Remote Tunnel feature allows Syneto Customer Support to connect to the customer's installation through a secure SSH connection, in order to allow diagnostics of generated alerts.

The Remote Tunnel access can be enabled and disabled by the customer at any time, for example during a ticket investigation by Syneto Customer Support.

This feature allows to speed up resolution times by up to 30%.

Support policy

Syneto Customer Support aims to assist its customers in solving specific problems arising from the daily use of Syneto technologies.

The support service does **not** cover:

1. Third-party operating systems and applications;
2. Changes to SynetoOS by the customer;
3. Problems for which the customer did't provid the requested data or didn't follow Syneto's instructions;
4. Problems that cannot be replicated by Syneto following customer's instructions.

DoA (Dead on Arrival / Deficient on Arrival)

Definition

A DOA unit represents any Syneto hardware product that can be in the following two possible states at the time of the initial inspection:

1. does not comply with the customer's order;

2. not working (eg. the unit does not turn on or there're malfunctions due to an incorrect factory or firmware configuration).

The submission of a DOA request must take place within 7 days from receipt by the end user. Any returns outside this period are subject to approval by Syneto Customer Support, within 24 hours from receipt.

If the hardware is received dented or scratched, but the packaging is considered to be in good condition, the complaint may be considered of an "aesthetic" nature. In this case, approval from Syneto Customer Support will be required in order to consider the hardware as damaged and proceed with the replacement.

Requirements

1. A DOA request must include the serial number of the physical unit, which allows Syneto to identify the purchasing partner, the order number or the sales invoice.

2. Any DOA pre-approval by Syneto personnel must be attached to the application.

3. The unique request number (ticket ID) assigned by Syneto Customer Support after the request must be saved for future reference.

Request

Distributors, resellers and end-users can contact Syneto Customer Support to submit a DOA request, or they can contact their purchasing channel requesting a replacement or refund.

By contacting Syneto Customer Support, a unique request number (ticket ID) will be assigned to the requester and a verification will be initiated to determine if the claim fully complies with the DOA specifications.

If the request is found to be compliant, Syneto Customer Support will send written confirmation to the applicant, authorizing the replacement or a credit note.

During a DOA request process, Syneto Customer Support cooperate with Delivery department, which manages the collection (and related credit note) or the replacement (eg. the shipment of the unit and the return of the damaged unit), directly interacting with a contact person able to operate within the structure where the damaged unit is present.

Collection

Collection documents will be forwarded to the applicant, who will apply collection receipt outside the packaging. If the collection does not take place within 5 days, the requester should contact Syneto.

Updates

The status of a DOA request can be monitored from the Syneto support portal, using the ticket ID.

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RMA（Return Merchandise Authorization）

Definition

An RMA is an authorization granted by Syneto to repair or replace a product covered by warranty.

In the context of an RMA procedure, the meaning of "Product" is limited to the hardware components that are part of the Product and that are necessary for its operation, regardless of the software.

The "Customer" represents the company or person who placed the order for a Product from Syneto. A "User" represents any entity to which a Syneto Product has been delivered.

Prerequisites

A User who is not a Customer cannot activate an RMA procedure and must return any defective Product through the Customer from whom it was purchased (normally your reseller).

Limited warranty

The warranty period for a Syneto Product starts from the date of purchase and is limited to a period directly linked to the activated support plan.

Collection

Collection documents will be forwarded to the Customer, who will apply collection receipt outside the packaging. If the collection does not take place within 5 days, the requester should contact Syneto. The damaged Product must be returned to Syneto within 30 days of receiving the new Product. If not received within this period, an invoice will be issued for the replacement.

Request

A Customer may contact Syneto Customer Support to submit an RMA request by providing the following mandatory information:

1. Serial number of the physical unit;
2. Brief description of the problem;
3. Information on the company: name, address, contact person and phone number.

To allow faster processing of the request, Syneto may also request further information, by email or by phone, to correctly diagnose the cause of the defect.

In the event that Syneto Customer Support, during the resolution of a problem, should determine that a specific component of the Product has malfunctions and must be replaced, Customer Support will initiate the RMA procedure.

If the Customer does not provide all the requested information by 3:00 pm (CET), the replacement within the next business day will be suspended until the missing information is received.

The Customer will be immediately provided with a tracking number for the new Product and instructions for returning the damaged one. The damaged Product shipment will be paid by Syneto.

Customers with SuperPro and Mission Critical support plans are entitled to receive Syneto technical personnel on-site to perform hardware replacement activities, initiate system recovery and perform diagnostic checks to validate the new environment.

Updates

The status of a RMA request can be monitored from the Syneto support portal, using the ticket ID assigned during the RMA request phase.

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EoS (End of Support)

Definition

Syneto provides support for SynetoOS versions in accordance with the terms of this Policy.

Support reaches its end ("EoS") when the software version (major or minor) is removed or archived from the Syneto website.

The "Customer" represents the company or person who placed a Syneto order and who purchased the support services.

Release

Major release - A major release is indicated by a change in the first digit of the SynetoOS version number (eg 4.0.0, 3.0.0, 2.0.0). EoS for major releases is reached at the end of maintenance mode. The maintenance mode lasts 3 months and begins 1 year after the announcement of the general availability ("GA") of the next applicable major release.

Minor release - A minor release is indicated by a change in the second digit in the version number of the SynetoOS (eg 4.2, 4.1, 4.0). EoS for minor releases is reached at the end of maintenance mode. The maintenance mode lasts 3 months and begins after the announcement of the availability of a new minor release for the same major release.

Patch release - A patch release is indicated by a change in the third digit in the version number of the SynetoOS (eg 4.2.2, 4.1.3, 4.0.3). The EoS for the patch releases coincides with the EoS of the minor release for which the patch was released.

Limitations

Syneto provides support to solve problems where a major or minor release of the software does not substantially comply with its documentation, in the places where the Customer is authorized to use the software license and according to the chosen Support Plan and the services contained.

Therefore, Syneto does not provide support services for software that has been damaged through intentional act, misuse, accident, modification, natural disaster, power failure, inappropriate operating environment, improper maintenance or failure caused by components not supplied by Syneto.

Furthermore, Syneto is not responsible for any delays or inability to provide support services due to delays caused by the Customer or to network, system or telephone line problems, service interruptions or any event beyond the reasonable control of by Syneto.

Syneto is not forced to provide support services in presence of alternative configurations. In the event that the Customer has installed **hardware** not directly supported by Syneto or implemented the **software** in a way that does not conform to the documentation, the support services may be limited or suspended.

Lifecycle

Syneto provides different levels of support under the chosen Plan and reserves the right to periodically change this policy on the official website.

Syneto: syneto.eu

Activate or extend now your next support plan

The new Syneto Customer Support offers a complete **set of services** to assist customers in daily management of SW and HW problems.

Designed to **simplify** and **accelerate** requests management, it provides a single and effective point of contact for all needs.

The new Syneto support plans guarantee the following benefits:

- **24** x **7** x **365** availability

- **Multi channel** assistance

- **Remote** and **on-site** operations

- **SW** and **HW** coverage

- **Multi language** support

Contact Syneto

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