



# Interchange

## Enterprise Managed Mobility Standard Support Description

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Interchange's Enterprise Managed Mobility (EMM) Standard Support Service has been designed to provide organizations with the assistance they need to overcome issues impacting on their mobile workforce. Our engineers will work with your IT team to find fast and permanent solutions.

Our clients work with increasing mobility demands and so we have also introduced three levels of support.

- Gold Support is available for clients that require support for large or international companies, or for organizations with 24/7 operations, providing them with access to a team of engineers that will work full-time to restore services. [Click here for more information about our EMM Gold Support.](#)
- Device Staging Services is offered to organizations looking to provide employees with device set up and for the management of critical tasks such as removing users from systems and disabling devices that are lost or stolen. [Click here for more information about our Device Staging Services.](#)
- Onsite Healthcare offers onsite assistance from our engineers who will run essential updates and carry out a performance review of your EMM infrastructure. [Click here for more information about Onsite Healthcare.](#)

### Process Overview

#### When to contact Interchange Support?

If you have a problem with part of your EMM infrastructure, would like an update on a previous support call or have some new information about an existing incident then you can contact the Interchange Helpdesk. This section describes what is covered and what is not covered by the support contract.

#### How to contact Interchange Support?

If you have an in-scope incident to report, an authorized person should contact the Interchange Helpdesk and supply incident related information as described in this section.

#### Registering an Incident.

The Helpdesk operator will record the incident information you supply and may ask for additional information to help resolve the problem and ensure it is handled effectively. Depending on the type of incident, you may be asked to supply additional information as described here, so please make sure you have it ready.

#### Prioritizing a Service Request.

After the incident is logged it will be prioritised based on the criteria within your support contract. Associated with each priority is a set of committed response times. During the management of the incident, it may be necessary to involve a third party such as the MDM vendor or the supplier of the email system. If this happens, Interchange will handle all communications with the third party. An authorized customer contact can request the status of an incident during service hours.

#### Service Levels.

Once a priority has been agreed for the incident a set of committed timescales apply.



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### When to contact Interchange Support?

If you have a problem with part of your EMM infrastructure, would like an update on a previous support call or have some new information about an existing incident then you can contact the Interchange Helpdesk. This section describes what is covered and what is not covered by the support agreement.

### Types of Call

- Report a new Incident
- Request the status of an existing incident
- Update or close an existing incident
- Request for information about EMM software (service packs or hot fixes)
- Request for a change

### Not Covered

- Hardware problems
- Network coverage issues of the smartphone
- Roaming and Wireless network access issues
- Blacklisting of stolen or lost devices
- Handheld operating system issues
- Third party applications

### How to contact Interchange Support?

Once you have established that you have an in-scope incident to report, an authorized person should contact the Interchange Helpdesk and supply incident related information as described below. Helpdesk contact details will be provided as part of the contract start-up pack.

### Who can call?

Two authorized contacts per customer, trained to EMM Administrator level or equivalent.  
Authorized contact names can be changed once every three months.

### Before calling

- Check the correct functioning of the smartphone.
- Check SIM provisioning and cellular network availability. Contact your network operator if necessary.
- Report any device hardware problems to the device supplier.
- Check the configuration and functioning of the mail server, local network, firewall and Internet connectivity.

### Information to supply

- If not all users are affected: names of involved users.
- Name, phone number and email address of authorized contact.
- Detailed description of the incident and any attempted resolution.
- Indication of the severity of the incident.

### Exceptions

You can request an exception to service hours or reporting process at least 5 working days in advance of the requirement. Changes in any service level or pricing will be documented and need to be signed-off at least 2 days in advance of the requirement.



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### Registering an Incident

Our Helpdesk operators will record the incident information you supply and may need additional details in order to resolve it promptly. This is the information that you should have to hand.

After the incident details have been recorded, the Helpdesk operator will provide an Incident number to be used in all future communications and an Incident Priority which determines how the incident will be handled and the response times that apply.

While the incident remains open, the Interchange incident tracking system will record all actions associated with the incident including a log of all emails and phone calls. Once the incident is closed any solution information will also be stored in order to help future problem solving.

	Interchange Mobile Instance	Mobile Device
Description of incident	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Frequency of Incident	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Time of Incident	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Incident reference number (for existing incidents)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Role affected	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Policy affected	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Version details of the smartphone	<input type="checkbox"/>	<input checked="" type="checkbox"/>



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### Prioritizing a Service Request

After the incident has been logged the call will be assigned a priority based on the criteria within the support agreement. Associated with each priority is a set of committed response times.

During the management of the incident, it may be necessary to involve a third party such as the OEM vendor or the supplier of the email system. If this happens, Interchange will handle all communications with the third party. An authorized customer contact can request the status of an incident during service hours.

- Priority 1 (High)** Can only be reported by phone and applies to serious incidents, which have a direct negative impact on the company's performance and underlying business processes. These are typically "system down" incidents and both Interchange and the customer will make available the necessary resources. The customer's network, database and email administrator and security officer must be available to Interchange support personnel when requested. Remote access must be granted to the customer network for Interchange support personnel and an incident specific communication process is agreed with the customer authorized contact.
- Priority 2** A serious issue that has no direct impact on the company's performance. Business processes are interrupted but can function at a compromised level. Only subsets of users are prevented from performing some tasks.
- Both Interchange and the customer will make available the necessary resources. The customer's network, database and email administrator and security officer must be available to Interchange personnel when requested.
- Remote access must be granted to the customer network for Interchange personnel and an incident specific communication process is agreed with the customer's authorized contact.
- Priority 3** An issue that produces average or low impact on some functionality. Business processes still function correctly.
- Priority 4 (Low)** An incident associated with questions regarding usage. Quality, performance and functionality are not impacted.

Note – Where a Priority 1 or 2 incident is logged the priority will be downgraded where a workaround has been implemented resulting in the service being restored. The call will be kept open until a permanent resolution is implemented.



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### Service Levels

Each priority is associated with a set of committed timescales.

	P1	P2	P3	P4
Action plan	15 min	30 min	2 hours	24 hours
Workaround	16 hours	48 hours	6 weeks	12 weeks
Resolved	4 weeks	8 weeks	Next service pack	Not applicable
Escalation	16 hours	48 hours	6 weeks	12 weeks
Feedback	Immediately	After resolution	After resolution	After resolution

**Action plan** A plan agreed between the Interchange support engineer and the customer's authorized contact designed to provide a resolution as quickly as possible.

**Workaround** If a permanent solution cannot be found within the proposed timescale then the customer will be provided with a temporary solution where possible, that enables affected users to continue working, possibly at a slightly compromised level.

**Resolved** Permanent solution, all affected users are able to work normally.

**Escalation** If a permanent resolution cannot be found, the issue will be escalated to Interchange Group management team and the customer's appointed escalation manager. Interchange cannot be held responsible for third party delays.

**Feedback** This is a summary of the actions taken in order to achieve a resolution. In the case of Priority 1 incidents, feedback is given after each action.

**Service pack notification** The Interchange Helpdesk will inform authorized contacts by email when it has received notification that the OEM vendor has issued a new service pack, hot fix or technical/security alert.

**Remote repair service** In order to help resolve problems, a remote connection to the affected server may help progress problem analysis and resolution.

**Changes to service levels** Changes to service level details should always be agreed between the customer and the Interchange Helpdesk and may result in additional charges and associated amendments to the support contract.

**Exceptions to committed response times** Software bugs in the EMM software, device OS, etc are not covered by our committed response. We will however endeavor to resolve the problem, liaising with the OEM vendor as appropriate.

### Contact

Call us on  
**London** UK +44 8 700 716 716  
**Amsterdam** Netherlands +31 6 55 160 600  
**Toronto** Canada +1 519 217 9463

or email us at [info@interchange group.com](mailto:info@interchange group.com)



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