

# STORMAGIC SvSAN SUPPORT POLICY AND LIFECYCLE

## Support levels

StorMagic's support policy consists of Pre-Sales Support, Gold Support and Platinum Support. These support plans contain varying levels of support in relation to response time, supported hours and the type of service. In addition, StorMagic support requests are categorized in three levels depending on the severity of the issue:

**Low** - An issue caused by StorMagic software but production systems are still operational.

**Medium** - An issue caused by StorMagic software preventing production systems from functioning properly but a workaround exists.

**Critical** - An issue caused by StorMagic software preventing production systems from being operational.

## Pre-sales support

When a customer is in the trial period they will receive Gold Support, a demonstration and assistance with the first installation.

## Lapsed support and penalties

StorMagic will endeavour to notify customers

	Gold Support	Platinum Support
<b>Hours of operation</b>	8 hours a day Monday – Friday	24 hours a day* 7 days a week
<b>Length of service</b>	1, 3 or 5 years	1, 3 or 5 years
<b>Product updates</b>	Yes	Yes
<b>Product upgrades</b>	Yes	Yes
<b>Access method</b>	Email Web chat	Email Web chat Telephone
<b>Response method</b>	Email Telephone	Email Telephone
<b>Remote support / WebEx</b>	Yes	Yes
<b>Maximum number of support administrators per contract</b>	2	4
<b>Target Response Times</b>		
– Low	12 business hours	8 business hours
– Medium	8 business hours	4 business hours
– Critical	4 business hours	1 hour (24/7/365)

when support contracts require renewal. Should a support contract be allowed to lapse or is out of date, access to support staff, patches and bug fixes will be unavailable until a new contract is in place. It is not always possible to process new requests immediately and may take several days for a new contract to be in place. Support will not be offered in this period.

The new support contract will be backdated to the date when the original support contract lapsed. This period will be charged for at the current support rate plus a 20% penalty. The minimum of 1 year's support must also be purchased to ensure there is a current valid

support contract in place. This period will be charged at the standard rate.

## Product support lifecycle

StorMagic will offer 7 years support from the general availability of a new major release. Support is divided into general support and technical guidance.

- General support will be provided for 5 years from general availability or a major release. The first 2 years of general support includes regular updates, bug fixes and access to StorMagic technical support staff. Regular updates may be discontinued after this period which would necessitate upgrading to a more recent version of StorMagic software to resolve any issues. Contact with technical

support staff will be provided for the entire 5-year period.

- Technical guidance will be provided for 2 years following general support but must be purchased before general support expires. StorMagic will try to provide workarounds for supported configurations which follow the best practices outlined in the deployment guide. If a customer encounters a critical issue, StorMagic will recommend upgrading to a newer version of the software.

## Professional services

Please contact our sales team about our professional services offerings:

[sales@stormagic.com](mailto:sales@stormagic.com)

Version	General availability (YYYY/MM/DD)	End of support (YYYY/MM/DD)	End of technical guidance (YYYY/MM/DD)
SvSAN 6.1	2017/04/27	2022/04/27	2024/04/27
SvSAN 6.0	2016/09/01	2021/09/01	2023/09/01
SvSAN 5.3	2016/01/05	2021/01/05	2023/01/05
SvSAN 5.2	2014/09/16	2019/09/16	2021/09/16
SvSAN 5.1	2013/12/05	2018/12/05	2020/12/05
SvSAN 5.0	2012/08/24	2017/08/24	2019/08/24
SvSAN 4.5	2011/10/18	2016/10/18	2018/10/18

Gold Support business hours	Eligible time zones
<b>North America (local 9am - 5pm)</b>	Atlantic Time (UTC -04:00) Eastern Time (UTC -05:00) Central Time (UTC -06:00) Mountain Time (UTC -07:00) Pacific Time (UTC -08:00)
<b>South America (local 9am - 5pm)</b>	South American Eastern Time (UTC -03:00) South American Western Time (UTC -04:00) South American Pacific Time (UTC -05:00)
<b>Europe (local 9am - 5pm)</b>	Greenwich Mean Time/Western European Time (UTC +00:00) Central European Time (UTC +01:00) Eastern European Time (UTC +02:00)
<b>Africa (local 9am - 5pm)</b>	Greenwich Mean Time (UTC +00:00) West Africa Time (UTC +01:00) Central Africa Time/South Africa Time (UTC +02:00)
<b>Middle East (local 9am - 5pm)</b>	Eastern European Time (UTC +02:00)

