



Pexip Infinity

Partner and Customer Support

Service Description

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Revision History

The table below displays document version history

Revision history			
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1.0	Paul Labbett	28 October 2022	Consistent formatting and version control
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Document Review History

The table below displays document review history

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1.0	Paul Labbett	Support Manager	Complete review	28 October 2022

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1. General

Pexip's Global Support Strategy is founded on the general principle that all customers will be given assistance with their issue. Partners should be able to receive the highest quality escalation backup for issues when handling front line customer support. Pexip's global Level 3 support team is available to assist with any escalations. All issues should be opened via the global support email list, support@pexip.com, or via our web portal, <https://support.pexip.com>, to ensure proper tracking through the Pexip helpdesk system.

2. Hours of Operation

The Pexip Customer Support team operates 24 hours per day, 7 days per week, 365 days per year. Our goal is to initially respond to all support inquiries within four business hours of submission starting at 00:00 UTC Monday through 21:00 UTC Friday. Outside of these times and on public holidays, we will respond as quickly as commercially feasible.

3. Priority Assessment

Pexip's goal is to respond to all issues within four hours of issue opening. However, tickets of major impact will be prioritized accordingly to reduce customer operational down time. P1 and P2 response time is 1 hour Monday to Friday and 2 hours on weekends and holidays.

When assessing ticket priority, the following table and definitions will be used by the Pexip support team.

Support Priorities	Description
Priority 1 (P1)	System is completely down; not operational. All catastrophic failures that require immediate assistance should be reported via email to support@pexip.com or via our support portal (https://support.pexip.com).
Priority 2 (P2)	System is fully operational; major impacts to performance or functionality. All issues requiring immediate assistance should be reported via email to support@pexip.com or via our support portal (https://support.pexip.com).
Priority 3 (P3)	System is fully operational; minor impacts to performance or functionality. All issues requiring assistance should be reported via email to support@pexip.com or via our support portal (https://support.pexip.com).
Priority 4 (P4)	General questions or in need of information; system is fully operational. No urgent response is required. All information requests should be reported via email to support@pexip.com or via our support portal (https://support.pexip.com).

4. Software Support

The following services are included within the Pexip Partner Support Escalation program.

Issue Troubleshooting, Identification, Resolution Assistance. Pexip's global support team will work directly with both the partner and customer administrators on identification, log gathering, troubleshooting, and configuration/resolution assistance for any encountered issues with on premises, cloud-hosted, or hybrid deployments of the Pexip Infinity solution. This includes, but is not limited to Pexip software, integration with any third-party call control, integration with Microsoft Lync/Skype for Business, firewall traversal, TURN server deployment and integration, branding the Pexip solution, or any other areas in which the Pexip environment operates.

Restoration of Service. Upon report of any issue in which Infinity is deemed to be completely down, the Pexip team will work with both the partner and customer to restore operational service as its top priority. This may include, but is not limited to, restoration of a previously stored virtual snapshot, deletion, and restoration of individual nodes, and/or remote access to the customer's deployment.

General Questions, Guidance, and Advice. Pexip's global team is happy to answer any general questions, provide deployment advice and guidance, and review implemented architectures or configuration parameters to validate against best practices. Our knowledge and background in these areas can help maintain best possible performance of the Pexip Infinity deployment and integration with other third-party systems.

Identified Software Issues. If a software issue or "bug" is found during the troubleshooting process, the issue will be immediately escalated into the development organization for further triage, troubleshooting, and final resolution. During this process, the partner will be provided a reference number for tracking purposes as well as ongoing communication and expected release date.

Upgrade Support. Any partners who need assistance will be provided with assistance on software upgrades to all related versions. Software upgrades will typically contain new functionality operational improvements, and/or bug fixes.

5. Customer Deployment Best Practices

For all installations, Pexip requests that customers maintain active and current backups of their systems and configuration parameters. In the event of a catastrophic failure, one or more of these backups may be required to restore service.

Specifically:

- **Pexip Management Node Backup File.** Pexip's Management Node allows administrators to pull a full backup image, including all configuration settings, Conferencing Node configuration parameters, status updates, and other settings important to the current deployment state. Backup files can be directly downloaded and restored on the Management Node web interface itself.

- **Virtual Machine Snapshots.** Before upgrading an on-premises deployment, we recommend that you use your hypervisor's snapshot functionality to take a full VMware/Hyper-V snapshot of the Management Node. You may also want to take a snapshot of each Conferencing Node, although depending on the size and complexity of your deployment it may be easier to simply redeploy these from the Management Node (after it has been rolled back) in the unlikely event that this is required. For cloud-based Infinity deployments (Azure, AWS, GCP or Oracle) before upgrading you should backup the Management Node via Pexip Infinity's inbuilt mechanism (**Utilities > Backup/Restore**).
- **Virtual Meeting Room (VMR)/Virtual Auditorium (VA) Backup.** All configured Virtual Meeting Rooms (VMRs) and Virtual Auditoriums (VAs) can be backed up through export via the Management Node web interface. Of note, not all settings are included, so this facility should only be used in conjunction with either (or both) of the two discussed above.

If a backup is not available on catastrophic failure, Virtual Machines will need to be rebuilt to restore operation. If the failure occurs only to Conferencing Nodes, new Conferencing Nodes can be quickly created from the Management Node and re-deployed to restore normal operation. If, however, the failure occurs on a Management Node without suitable backup, the environment will have to be re-built and re-deployed in its entirety. Of note, Conferencing Nodes can operate without Management Node contact for a period of up to 14 consecutive calendar days, allowing operation to continue during the process. Pexip Support will work with the customer to determine the most appropriate restoration path.

6. Hardware Support

Pexip is a software-only solution and does not warranty or directly support any customer-provided hardware. If an issue is identified to be hardware related, it will be the customer's responsibility to involve the hardware manufacturer's authorized maintenance provider for resolution.

7. Training

The Pexip Infinity platform is frequently updated to include new functionality, changes to existing functionality, and fixes for previously identified issues in operation. As a result, and in combination with a faster changing market than ever before, partners are required to train their help desk staff frequently to protect our mutual goal of high customer satisfaction; details of minimum training requirements are outlined in the Pexip partner program guide(s).

Once a certification class is completed, the engineer will receive an Acclaim badge to signify this achievement. These badges are allocated to the individual, not to the company with whom the engineer was a part at the time of certification. Any Pexip certification will be good for two (2) years from the date of achievement and must be renewed prior to expiration to remain valid.

8. Customer Satisfaction

Top notch customer satisfaction is core to our identity at Pexip. And that applies as much in post-sales technical support as it does with any other customer-level engagement that we have as a company. No one “wants” to connect with a support help desk. However, we strive to ensure that all contact will be supported by our top-notch technical staff to provide complete answers to any questions or issues that arise.

Satisfaction of each support engagement is measured with a one question post-case survey sent out within twenty-four (24) hours of the case being solved. The survey asks the case opener if they are satisfied or unsatisfied with the support they received, along with an optional short-answer space to provide more detail.

To date, the Pexip help desk has received a 99% satisfaction rating. However, we understand that we cannot always provide perfect support. Each case that receives an unsatisfactory response from the individual who opened the case will receive a direct, personal follow up from an individual within the Pexip management team. The goal of this contact is to gather more detail about why the unsatisfactory rating was given and determine a way in which we can improve upon that performance in the future.

9. Service Escalations

A partner may, at any time, escalate a ticket to other individuals within Pexip to increase exposure or attention being paid to an issue under work. It is recommended that the first line of escalation be the Account Manager and Sales Engineer directly responsible for the customer relationship as these individuals are uniquely positioned to understand the impact of issues into the customer environment. In addition, the following individuals can be reached at any time.

Name	Title	Region	Email
Pradeep Vaka	Support Engineer	APAC	pradeep.vaka@pexip.com
Rod Torr	Senior Support Engineer	North America	rod@pexip.com
Paul Labbett	Support Manager	EMEA	paul.labbett@pexip.com