

DATASHEET

Support Levels

Support and Maintenance

Support Level	Gold	Silver
Technical Product Support	✓	✓
Product Updates	✓	✓
Dictionary Updates	✓	✓
Forum Access	✓	✓
End User Support*	✓	✓
Software License Support Service	✓	
License Manager Connector Customization	✓	
License Manager Custom Reports	✓	
4 Hour Response Time (Standard 8 Hours)	✓	

The Help Desk number is +44 1904 562 333 and all calls will be logged by a Help Desk Administrator who will record the detail and assign the task to the appropriate consultant.

The core working hours are between 9am and 5pm GMT, Monday to Friday (excluding Bank Holidays). To report an out of hours call an email should be sent to support@licensedashboard.com which will then be followed up the next working day by a License Dashboard Help Desk consultant.

* End User Support does not include end user training. Training on the use of License Dashboard products must be purchased separately

Support and Maintenance Delivery - Silver

Technical Product Support

Users will have direct telephone and e-mail access to our Helpdesk, receiving support relating to the installation and configuration of the License Dashboard platform.

Product Updates

License Dashboard releases updates to its products on a periodic basis, the licensee will be notified of the availability of these updates and will have the rights to download and update the current installation of all related License Dashboard products.

Dictionary Updates

License Dashboard will release License Manager Dictionary updates daily. The licensee will have the rights to download and update the current installation of License Manager.

Customer Support Forum

License Dashboard hosts an online Customer Support Forum where licensees can discuss Software Asset Management topics with other users.

End User Support

Users will have direct telephone and e-mail access to the License Dashboard Helpdesk and receive support relating to the effective use of the current product functionality within the License Dashboard platform.

Service Hours

The core working hours are between 9am and 5pm GMT, Monday to Friday (excluding Bank Holidays). To report an out of hours call an email should be sent to support@licensedashboard.com which will then be followed up the next working day by a License Dashboard Help Desk consultant.

All calls will be logged and monitored within License Dashboard's Support Desk system, and the following Service Level Agreement will apply:

High Priority – A problem has, or has the potential to have a major impact on the client.

- Target Response Time: 4 hours (Gold), 8 hours (Silver)
For example;
- License Manager is unavailable and the system cannot be accessed.
- The database or data has become corrupt.
- A License Manager upgrade has failed rendering the application unusable.

Medium Priority – A problem has, or has the potential to have a moderate impact on the client.

- Target Response Time: 4 hours (Gold), 8 hours (Silver)
For example;
- License Manager is operational but data will not import.
- There is an error when switching tabs.
- The Data Extract utility is displaying errors when run.

Low Priority – A problem has, or has the potential to have minor impact on the client.

- Target Response Time: 4 hours (Gold), 8 hours (Silver)
For example;
- License Manager is unable to generate a report.
- License Manager is not reporting software I believe is installed upon a device.
- My MLS file reports errors when I import it into License Manager

Support and Maintenance Delivery - Gold

Silver delivery plus;

Software License Support Services

Users will have direct telephone and e-mail access to License Dashboard Helpdesk and receive assistance and information with any software licensing queries.

License Manager Connector Customization

License Dashboard will provide assistance with custom connector changes to enable automated mapping of devices and users to Business Units, and other edits required within License Manager.

License Manager Custom Reports

License Dashboard will create custom reports to utilise within the License Manager application should the user require additional reporting.