



WRITE ONCE.  
SCALE ANYWHERE.

# GigaSpaces Customer Support Overview

**GigaSpaces Customer Support Organization is committed  
to Overall Customer Success and Satisfaction**

**March 2009**

## Worldwide Customer Support Organization Overview

GigaSpaces provides infrastructure software solutions that deliver unparalleled dynamic scalability for high-volume transactional applications, without the overhead and complexity inherent in traditional multi-tier development & deployment environments.

This document explains the support process and how GigaSpaces effectively manages service expectations.

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## 1. GigaSpaces Support Offering

GigaSpaces offers three different levels of support (Platinum, Gold and Silver) to meet its customers' unique needs. The support levels are differentiated by the response time and the level/channels of interaction between the support team and the customer.

### Platinum, Gold and Silver SLA Levels - Response and Resolution targets

For more details, please visit the Customer Support Website at <http://www.gigaspace.com/supportoptions>.

|                       | Silver          | Gold       | Platinum |
|-----------------------|-----------------|------------|----------|
| <b>Accessibility</b>  |                 |            |          |
| Self Service Portal   | ✓               | ✓          | ✓        |
| Web Form              | ✓               | ✓          | ✓        |
| Online Knowledge Base | ✓               | ✓          | ✓        |
| User Forums           | ✓               | ✓          | ✓        |
| Email                 |                 | ✓          | ✓        |
| Phone                 |                 | ✓          | ✓        |
| <b>Support</b>        |                 |            |          |
| Full Documentation    | ✓               | ✓          | ✓        |
| Access - US & EMEA    |                 | 8x5 (M-F)* | 24x7     |
| Initial Response Time | 2 business days | 4 hours    | 2 hours  |
| <b>Support Staff</b>  |                 |            |          |
| On Site Engineer      |                 |            | ✓        |

\*Support is also available on Sunday for companies whose local business hours are Sunday-Thursday

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## 2. Contacting GigaSpaces Customer Support

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To ensure efficient capture of accurate information, customers are required to register prior to accessing support via the Web, telephone or e-mail. To register, please visit the Customer Support Website at [http://www.GigaSpaces.com/su\\_overview.html](http://www.GigaSpaces.com/su_overview.html)

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### 2.1. Support Web Portal

An integral part of GigaSpaces` commitment to superior customer service is our [Customer Support Portal](#). It helps customers achieve greater levels of success and satisfaction with GigaSpaces Solutions. The Customer Support Portal is available 24 hours a day, 7 days a week. The benefit of using the Customer Support Portal includes access to the numerous resources such as user discussion forums, online Knowledge Bases, and downloads.

### 2.2. Self Service and Community Participation

- **User Discussion Forums** – customers all around the world have had their problems solved and questions answered by other experienced customers or our own various GigaSpaces experts. These [community forums](#) allow customers to post questions and review questions and responses from other customers worldwide. Using the user discussion “subscribe” feature, customers receive automatic e-mail notification for new postings.
- **GigaSpaces Blog** - The [GigaSpaces blog](#) is the voice of GigaSpaces Technologies. This blog is dedicated to thoughts and updates from the GigaSpaces team and fostering a discussion about scalability, high-performance, low-latency and distributed applications, and GigaSpaces' contribution to these issues. We welcome comments and feedback on the blog itself
- **Online Articles and documentation** – The [GigaSpaces Wiki](#) site contains answers to frequently asked questions, solutions to common problems and tons of additional information such as product documentation, [screencasts](#), hundreds of [examples](#), best practices, solutions and implementation guidelines suitable for all levels of users. All this information is available in the Wiki site, accessible from the Customer Support Portal.
- **Downloads & Patches** – All the latest Product releases, service packs, examples, etc. are all available for [download](#) from the GigaSpaces web site.

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## 3. Customer Support Access

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### 3.1. Online Case Submission and Tracking System

By using the online case submission system, users can submit their cases at their convenience 24\*7. Our [Support portal](#) ensures the case submitted will contain the details needed for a speedy resolution, saving time consumed by data exchange. Customers can update and view the status of their cases at any hour of the day from the Customer Support Portal.

The Customer Support Portal is available to all customers with active maintenance contracts. To register, please visit us at [http://www.GigaSpaces.com/su\\_overview.html](http://www.GigaSpaces.com/su_overview.html)

### 3.2. E-Mail Support

For your convenience, Customer Support can also be [accessed via e-mail](#), though the response times are usually **faster** when using the Customer Support Portal.

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**Note:** This service is available only for customers with active maintenance contracts of level **Platinum** or **Gold**.

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### 3.3. Telephone Support

For urgent production issues or for problems that are not resolved through online resources, the Customer Support Organization is available by telephone to receive and handle technical support cases.

24 x 7 world wide support hot line **+1-866-3525698**

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**Note:** This service is available only for customers with active maintenance contracts of level **Platinum** (24\*7\*365), or **Gold** (8\*5, Monday-Friday during business hours).

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## 4. Customer Support Organization – A Process Overview

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GigaSpaces is committed to resolving customer problems quickly and professionally. The Customer Support Organization (CSO) is staffed with highly skilled software engineers. This allows our customers to have quick access to qualified experts.

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### 4.1. Customer Support

When a user contacts GigaSpaces CSO through the support portal, by e-mail or phone, we identify them by name, company, department/project, and verify their active software maintenance agreement. From that point on an existing or a new Service Request is worked upon by the support engineer.

Our support engineering team is comprised of Application Engineers who communicate with users to gather all appropriate technical information needed and work with them to find a solution. GigaSpaces support engineers are very strong technically, with relevant IT experience and computer science educations. They have a deep understanding of GigaSpaces products and customer environments and will maintain ownership throughout the life of the Service case.

### 4.2. Case Resolution Process

- As soon as a Service Case is in the system (Case Status will change to “**New**”), an engineer will be assigned to it and as a first action will ensure the proper severity is assigned to the case as well as collecting all necessary data to enable us start investigating the issue. In that stage, the case Status will change to “**Working**”
- Engineers will update the Service Case to ensure accuracy of information. This includes, but is not limited to, Product Information and versions and Service Profiles (customer environments – operating system, customer application information, configurations etc.).
- Engineers will search the online knowledge repository and when relevant send solutions (in the form of Wiki article links or solution links) to customers.
- Engineers provide customers with a resolution and, based on the customer's feedback, close the Service Request. A resolution is generally one of the following:
  - An answer to a customer question
  - A suggestion of how to accomplish a particular task
  - An acceptable work-around to a product issue
- If a solution was suggested, the engineer will change the status to “**Solved, pending customer approval**” and update the customer.
- As needed, senior engineers/product experts assist with research and troubleshooting of the

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issue. R&D resources can be engaged if the product is not functioning as designed.

- R&D assisted support is capable of providing specific product patches to resolve problems where:
  - No work-around is available
  - The issue is a mission critical problem for the customer
  - It is determined that the problem is a defect in the product
- If the issue was identified as a bug or a new feature request, a ticket to R&D will be submitted and the case status will change to “**Pending Bug-Fix/Feature**”. The case will be updated with the scheduled resolution date and release once a decision is made.
- Once we respond to a properly submitted case, we will work with you to identify and resolve the problem consistent with the assigned severity level. Please keep in mind that “**resolution**” of a case does not necessarily mean that the problem will be fixed or that we will provide a bug fix, a patch or workaround. For example, if we conclude that the source of the problem lies with third party software, we would resolve the Support case, and you would need to pursue the issue with the third party. If you do not respond to a query or request from us for **7 consecutive days**, we will regard that case as “**resolved.**” You may choose to re-open the case later, if the issue is ongoing.
- A case will be **Closed** if one of the following happens:
  - Case is not active for a period longer than a month.
  - Customer approved case was resolved and can be closed.

### 4.3. Assignment of Service Request Severity

The Support Engineer would assess the severity of the request based on the user's description of the problem. The severity of the Service Request is also recorded in the case management system. Table 1 below describes the definitions used in identifying and assigning a severity to the customer's reported problem.

| Priority Level  | Criteria  |
|-----------------|---|
| 1 - Showstopper | Customer's production system is down - Customer's production implementation of GigaSpaces Solutions is unavailable resulting in critical business impact and disruption of organization. No work-around is available. |
| 2 - High        | Major feature/function failure - Production or development installation of GigaSpaces products are failing and causing significant disruption of work with moderate to low business impact.                           |
| 3 - Medium      | Minor feature/function failure - Product does not operate as designed. Impact is isolated to few people and business impact is low.   |

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4 - Low

Minor problem - How-to, documentation, general information, enhancement request, etc.

Table 1 - Severity definitions

## 4.4. Response and Resolution Targets

GigaSpaces Customer Support response and resolution service level objectives are described below.

The following definitions apply:

### **Response**

Upon creation of a Service Request, GigaSpaces Customer Support acknowledges the request by providing the user feedback pertaining to its assignment to an engineer via e-mail. The exact response (described below) will vary depending on the support method used by the customer:

*Web* Service Request ID # will be assigned immediately when the support request is submitted over the Web. The Service Request would be routed to an engineer. This is the most efficient way of creating a Service Request as the customer can insert complete information about the issue and attach all relevant files at the time of creation. *E-Mail* An automated e-mail reply is sent immediately after the e-mail request is received. A support representative responds to the e-mail with a Service Request ID and a timeframe within which a response from a Support Engineer can be expected. *Phone* A Customer Support Representative answers the call, documents product specific information in the Service Request and provides the customer with a Service Request ID.

**Resolution** The resolution is an answer, a fix, or a satisfactory work-around to the Service Request.

**Solution** The solution is delivered when a final resolution to the request, problem, or question is provided.

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## 5. Customer Support (CSO), Professional Services (PSO) & Sales

GigaSpaces Customer Support Organization has created a unique process to ensure that our customers receive the highest quality of service. Engineers are trained to work remotely to the best of their ability. They make use of remote access capabilities (such as secured Webex) when appropriate. CSO is responsible for ensuring that the GigaSpaces solutions are functioning as designed in our customers' supported environments. In cases where the CSO engineer determines that GigaSpaces products are functioning as designed, and the problem is implementation related, CSO may recommend GigaSpaces Professional Services. CSO should not be used as an alternative for training or professional services.

For assistance with implementation related issues and questions, our Professional Services Organization is available. Our Professional Services Organization offers billable resources to provide expertise, knowledge, and best practices to help implement GigaSpaces solutions. They can help during and after deployment.

### 5.1. Escalation Management

Although we do our best to accommodate our customer needs there may be cases when additional attention and care needs to be focused on a case to promote a timely and effective resolution.

When there is a need for raising the attention on a specific case or when a situation is such that additional resources or higher visibility is needed, please call the regular support number, speak with any of our engineers and ask to escalate the case to the attention of the customer support management.

A customer support manager will call back within one hour, and work with you to understand the issue(s) and to create a joint plan for resolution of the issue(s).

Please note that during the initial call the engineer will ask for the case number and the reason you would like to escalate the case. Providing a justification is not mandatory but will ensure the manager calling back is more prepared and able to help.

| <b>Level of Support</b> | <b>Person entitled</b>      | <b>Contact phone number and e.mail</b> |
|-------------------------|-----------------------------|--|
| Level 1                 | Support analyst             | General support phone/email            |
| Level 2                 | Senior support analyst      | Will be supplied                       |
| Level 3                 | Director, Customer Services | Will be supplied                       |
| Level 4                 | EVP Customer Services       | Will be supplied                       |

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## A. SUPPORT SLA OPTIONS

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### Platinum

| Priority Level  | Criteria   | Response Time                                    | Resolution Time  |
|-----------------|--|--|------------------|
| 1 - Showstopper | GigaSpaces product is down in production environment, resulting in business disruption | 1 Hour by Phone<br>2 business hours by web/email | 2 days           |
| 2 - High        | Major feature/function failure   | 4 business hours                                 | 3 business days  |
| 3 - Medium      | Minor feature/function failure   | 1 business day                                   | 5 business days  |
| 4 - Low         | Minor problem  | 2 business days                                  | 10 business days |

### Gold

| Priority Level  | Criteria   | Response Time   | Resolution Time  |
|-----------------|--|---|------------------|
| 1 - Showstopper | GigaSpaces product is down in production environment, resulting in business disruption | 1 business Hour by Phone<br>2 business hours by web/email | 2 business days  |
| 2 - High        | Major feature/function failure   | 4 business hours  | 3 business days  |
| 3 - Medium      | Minor feature/function failure   | 1 business day  | 5 business days  |
| 4 - Low         | Minor problem  | 2 business days   | 10 business days |

### Silver

| Priority Level  | Criteria   | Response Time   | Resolution Time  |
|-----------------|--|-----------------|------------------|
| 1 - Showstopper | GigaSpaces product is down in production environment, resulting in business disruption | 1 business day  | 5 business days  |
| 2 - High        | Major feature/function failure   | 2 business days | 10 business days |
| 3 - Medium      | Minor feature/function failure   | 3 business days | 20 business days |
| 4 - Low         | Minor problem  | 3 business days | 30 business days |

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| Priority Level  | Criteria  | Solution<br>(one or more of the following)  |
|-----------------|---|---|
| 1 - Showstopper | Customer's production system is down - Customer's production implementation of GigaSpaces Solutions is unavailable resulting in critical business impact and disruption of organization. No work-around is available. | <ul style="list-style-type: none"> <li>• Satisfactory work-around is provided.</li> <li>• Product patch is provided.</li> <li>• Fix incorporated into future release.</li> <li>• Fix or work-around incorporated into knowledge base.</li> </ul>  |
| 2 - High        | Major feature/function failure - Production or development installation of GigaSpaces products are failing and causing significant disruption of work with moderate to low business impact.                           | <ul style="list-style-type: none"> <li>• Satisfactory work-around is provided.</li> <li>• Product patch is provided.</li> <li>• Fix incorporated into future release.</li> <li>• Fix or work-around incorporated into knowledge base.</li> </ul>  |
| 3 - Medium      | Minor feature/function failure - Product does not operate as designed. Impact is isolated to few people and business impact is low.   | <ul style="list-style-type: none"> <li>• Answer to question is provided.</li> <li>• Satisfactory work-around provided</li> <li>• Fix or work-around incorporated into knowledge base.</li> <li>• Fix incorporated into future release.</li> </ul> |
| 4 – Low         | Minor problem - How-to, documentation, general information, enhancement request, etc.   | <ul style="list-style-type: none"> <li>• Answer to question is provided.</li> <li>• Satisfactory work-around provided</li> <li>• Fix or work-around incorporated into knowledge base.</li> <li>• Fix incorporated into future release.</li> </ul> |

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## B. USING THE SELF SERVICE SUPPORT

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### 1. Logging In

To log in to the Self-Service portal:

- a. Open the Self-Service portal in your browser. The URL is:

<https://na1.salesforce.com/sserv/login.jsp?orgId=00D300000000KEt>

- b. Enter your username and password as provided via email. If you do not have your password available, click **Forgot your password?**. Enter your user name and click **Submit**. You will receive an email with a temporary password. When you log in to the Self-Service portal, you will be asked to reset your password.
- c. Click **Login**.

To log out of the Self-Service portal, simply click the Logout tab.

### 2. Viewing Your Cases

In the Self-Service portal, the inquiries that you submit to the Customer Support team are called "cases." To view your open and resolved cases:

- a. Click the View Cases tab. The open cases that you have submitted are displayed.
  - Optionally, click the **View Closed Cases** button to view a list of your resolved cases.
  - If you are a Self-Service portal "**super user**," you will be able to view all of the open and resolved cases submitted by everyone in your company.
- b. Select a case subject to view the details of the case.
  - Optionally, the Home tab displays all of your open cases when you log in. To view a case from the Home tab, click its subject.

### 3. Logging a Case for Customer Support

If you cannot find a solution that answers your inquiry, you can submit a case to our Customer Support team. To submit a case:

- a. Click the Log a Case tab.
- b. Select the type of case you are logging from the drop-down.
- c. Enter a subject and description for your case. Enter as much information as you can to assist our Customer Support reps in responding to your inquiry. **Some of the information is mandatory.**
- d. Click **Submit**.
  - Optionally, click **Add Comment** to add a comment related to your specific case.
  - Optionally, click **Add Attachment** to add a file to your specific case that you think would

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assist the support team in answering your inquiry.

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