



WRITE ONCE.
SCALE ANYWHERE.

GigaSpaces Customer Support Overview

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

May 2012

Worldwide Customer Support Organization Overview

Mission Statement

GigaSpaces Support organization provides world-class service via the application of processes, technology, and top class expertise ensuring **high customer satisfaction** and **successful implementations** in a cost-effective manner.

About GigaSpaces

GigaSpaces Technologies is the pioneer of a new generation of application virtualization platforms and a leading provider of end-to-end scaling solutions for distributed, mission-critical application environments, and cloud enabling technologies. GigaSpaces complementary solutions are [XAP Elastic Application Platform](#) and [Cloudify](#) - Easy Deployment of Mission Critical Applications to the Cloud.

GigaSpaces is the only platform on the market that offers truly silo-free architecture, along with operational agility and openness, delivering enhanced efficiency, extreme performance and always-on availability. The GigaSpaces solutions are designed from the ground up to run on any cloud environment – private, public, or hybrid – and offer a pain-free, evolutionary path to meet tomorrow's IT challenges.

[Hundreds of organizations worldwide](#) are leveraging GigaSpaces' technology to enhance IT efficiency and performance, among which are Fortune Global 500 companies, including top financial service enterprises, e-commerce companies, online gaming providers and telecom carriers.

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

Table of Contents

GigaSpaces Support Offering	3
Platinum, Gold and Silver SLA Levels - Response and Resolution targets	3
Contacting GigaSpaces Customer Support.....	4
Support Web Portal.....	4
Self Service and Community Participation	4
Customer Support Access	5
Online Case Submission and Tracking System	5
E-Mail Support	5
Telephone Support	5
Customer Support Organization – A Process Overview.....	6
Customer Support.....	6
Case Resolution Process.....	6
Assignment of Service Request Severity	7
Response and Resolution Targets.....	8
Escalation Management	9
Customer Support (CS) and Professional Services (GigaPro) Organizations.....	10
About GigaSpaces Professional Services.....	10
A. Support SLA Options	11
B. Using The Self Service Support Portal	13
C. Support Checklist - Info Required When Submitting a Case	15
Support Checklist - Data to be collected for XAP Support Cases	15
Support Checklist - Data to be Collected for Cloudify Support Cases.....	16

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.gigaspaces.com/supportoptions>.

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

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

Contacting GigaSpaces Customer Support

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

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.

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.

Customer Support Access

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

A screenshot of the GigaSpaces Self-Service Portal login page. The page has a blue header with the text "SELF-SERVICE PORTAL" and a background image of a woman looking at a computer screen. Below the header is a "Secure Customer Login:" section with a white background. It contains two input fields: "User Name:" with the value "gershond@gigaspaces.com" and "Password:" with a masked password of ten dots. To the right of the password field is a blue link that says "Forgot your password?". Below the input fields is a blue "Login" button.

Secure Customer Login:

User Name:

Password: [Forgot your password?](#)

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.

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

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.

Technical escalation numbers (7x24x365) - world wide "follow the sun" support hot line US toll-free number **+1-866-66-88-248**, Hong Kong hotline toll-free **800-930-965**

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).

Customer Support Organization – A Process Overview

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.

Customer Support

When a user contacts GigaSpaces support 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.

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.
- Please note that once a case reaches the status of **“Solved, pending customer approval”** **“Closed”**, we are sending this survey - [GigaSpaces Customer Support Feedback](#) in order to get an immediate feedback on our case resolution process of each specific case. the purpose of this survey is to help us improve our service, therefore we highly appreciate your cooperation on this.

- As needed, senior engineers/product experts assist with research and troubleshooting of the 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.

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

Table 1 - Severity definitions

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.

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.

Level of Support	Person entitled	Contact phone number and eMail
Level 1	Support analyst	General support phone/email: support@gigaspace.com US toll-free number +1-866-66-88-248 , Hong Kong toll-free hotline 800-930-965
Level 2	Senior support analyst / Senior support mgmt.	John Burke – NA Senior Customer Support Eng. +1-917-2576271 Inbar Cisling – Global Customer Support Team Lead +972-54-817-2327
Level 3 – Sales & Executive escalation		Your local GigaSpaces account manager or EVP/GM
Level 4 – Sales & Executive escalation	VP Customer Services	Gershon Diner +972-544-47-37-53

Customer Support (CS) and Professional Services (GigaPro) Organizations

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 or usage related, CSO may recommend contacting GigaSpaces Consulting Services at ps@GigaSpaces.com. CSO should not be used as an alternative for training or consulting 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.

About GigaSpaces Professional Services

The GigaSpaces Professional Services Group was established to ensure our customers succeed with the development and deployment of their business-critical applications using GigaSpaces products. The group is responsible for architecture consulting and implementation services, and works in close collaboration with our Technical Solutions Architects and our Research and Development team.

The GigaSpaces Professional Services Group provides worldwide coverage, and maintains presence in multiple locations across the US, Europe, and Asia.

The GigaSpaces Professional Services Group employs senior software engineers and architects, highly experienced in solving the performance and scalability challenges associated with distributed environments. These professionals will accompany the customer throughout the entire application lifecycle: from design through production.

A. SUPPORT SLA OPTIONS

Platinum SLA

Priority Level	Criteria	Response Time	Resolution Time
1 - Showstopper	GigaSpaces product is down in production environment, resulting in business disruption	1 Hour by Phone 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 SLA

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 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 SLA

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

Platinum SLA - Service Request Severity & Response

Priority Level	Criteria	Solution (one or more of the following)	Response Resolution
1 – Show Stopper	<ul style="list-style-type: none"> Customer’s production system is down. Customer’s production implementation of GigaSpaces is unavailable resulting in critical business impact and disruption of organization. No work-around is available 	<ul style="list-style-type: none"> Satisfactory work-around is provided. Product patch is provided. Fix incorporated into future release. Fix or work-around incorporated into knowledge base. 	<ul style="list-style-type: none"> 2 hours Resolution 2 days from problem reproduction
2 – High	<ul style="list-style-type: none"> Major feature/function failure – Production or development installation of GigaSpaces. Products are failing and causing disruption of work with moderate to low impact to business. 	<ul style="list-style-type: none"> Satisfactory work-around is provided. Product patch is provided. Fix incorporated into future release. Fix or work-around incorporated into knowledge base. 	<ul style="list-style-type: none"> 4 business hours Resolution 3 business days from problem reproduction
3 – Medium	<ul style="list-style-type: none"> Minor feature/function failure – Product does not operate as designed. Impact is limited to a few people and business impact is low. 	<ul style="list-style-type: none"> Answer to question is provided. Satisfactory work-around is provided. Fix incorporated into future release. Fix or work-around incorporated into knowledge base. 	<ul style="list-style-type: none"> 24 business hours Resolution 5 business days from problem reproduction
4 – Low	<ul style="list-style-type: none"> Minor problem – How-to, Documentation. Enhancement request, etc. 	<ul style="list-style-type: none"> Answer to question is provided. Satisfactory work-around is provided. Fix incorporated into future release. Fix or work-around incorporated into knowledge base. 	<ul style="list-style-type: none"> 2 business days

B. USING THE SELF SERVICE SUPPORT PORTAL

1. Logging In

To log in to the Self-Service portal:

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

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

For the **Customer portal** users the url is:

https://na6.salesforce.com/secur/login_portal.jsp?orgId=00D300000000KEt&portalId=06080000000ZKRg

- 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 assist the support team in answering your inquiry. Note the attachments are limited to 5MB

each, alternatively users can upload the files onto FTP account (for more details see next section)

4. Uploading Files Related to Support Case

Each account has a dedicated and secured FTP account on which users can upload any files which required analysis or review.

The account users should contact GigaSpaces support if they want to receive the FTP username/password credential details.

C. SUPPORT CHECKLIST - INFO REQUIRED WHEN SUBMITTING A CASE

The purpose of the checklist is to provide the technical support with the set of questions to collect all the required details and data to enable rapid and professional investigation of any issue in any stage. It also helps the customer to prepare himself proactively, to answer on such a checklist if an issue occurs.

CustomerEnvironment Tool

- Download this tool before opening a case and run it in your environment.
 - <http://www.gigaspace.com/content/customer-support-services>
- The tool provide support a complete information about the environment you are running in (such as JVM version, OS version, processes etc.) and saves time during initial investigations.

Support Checklist - Data to be collected for XAP Support Cases

Common details required by support team in order to investigate efficiently any issue:

- Determine what is the issue?
- Description of the issue symptoms (including exact date time and flow of info), errors, current implications on business etc.
- Were there any changes prior the event, such as extra load/processing, network/IO/memory/CPU failures or new functionality or application code changes?
- Is the issue reproducible or sporadic

- GS relevant functionality/APIs which are used
- Description of the GS logical topology and physical deployment
- Reproduction test case or a self explained package with a reproduction description.
- The reproduction is a *must* before escalating to R&D tier.
- Severity, priority, stage of this project
- GS exact version, build
- Project/app name and contact people
- Environment:
 - OS version, JDK version/update/vendor
 - 3rd party related components
 - Network or security components
- GigaSpaces configuration and output date (extremely important):
- Dump of all GS log files .
- Thread dumps for all scenarios which involve process freeze/slowdown , Heap dumps for all scenarios of memory issues/consumption/Garbage Collection issues.
- Dumps can be generated from Dump API. See more information here:
- <http://www.gigaspace.com/wiki/display/XAP8/Dump>
- Relevant application source code, pu.xml files

Support Checklist - Data to be Collected for Cloudify Support Cases

Common details required by support team in order to investigate efficiently any issue:

- Determine what is the issue?
 - Description of the issue (including exact date time and flow of info), errors, current implications on business etc.
 - Were there any changes prior the event, such as extra load/processing, network/IO/memory/CPU failures or new functionality or application code changes?
 - Is the issue reproducible or sporadic.
- Cloudify relevant functionality/APIs which are used.
- Description of the Cloudify installation: Cloud type, Image and HW specifications, firewall settings.
- Severity, priority, stage of this project
- Cloudify exact version, build
- Project/app name and contact people
- Environment:
 1. Cloud version
 2. Application OS version (for the different images used)
 3. Network or security components

GigaSpaces configuration and output date (extremely important):

1. Dump of all Cloudify log files .
2. Cloud Driver configurations
3. The recipe
4. Cloud f\driver code if custom

Additional Useful Proactive Activities

- Remote access to application environment – if required, will allow support to connect and troubleshoot UAT or production environments. E.g. VPN and Webex access
- System Workbook document – filled with project and architectural details to allow fast dive into the environment when issues arise.



- As part of the support profile, document operations procedure checklist of tasks that are executed as a result of a fatal system breakdown. Knowledge of these procedures will help GigaSpaces provide a higher-level of support and restore the system and the business as fast as possible.