

SUPPORT SERVICE DESCRIPTION

S A R D I N A

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SARDINA SYSTEMS SUPPORT DESCRIPTION

Sardina Systems provides simple access to the Service Desk to engage FishOS engineers and manage your tickets.

We start with a support onboarding process to gather deployment information, set up support processes and train your team on those processes. You will also get a clearly identified escalation process should a case resolution not meet your expectations.

Our support team is dedicated to operational excellence, consistently earning superior NPS and CSAT customer satisfaction ratings. Choose from multiple support options with service level agreements tuned for specific business objectives. We are open to discussing your ideas for improving or supplementing FishOS.

Sardina Support and Professional Services

For discernible cloud sites, Sardina is able to provide the following upper tier of support services so as to ensure high reliability and efficiency of the cloud environment.

Support and Professional Services	Description
Software Support (9x5 specified time zone, 24x7)	Sardina Systems is able to provide customers with options for software support, ensuring rapid turnaround of fault-handling to achieve high operational reliability of the cloud.
Base OS Support	Sardina Systems is able to provide support for the Base Operating Systems (CentOS/RHEL), ensuring support for the cloud infrastructure Base OS.
Upgrade Support	Sardina Professional Services team would carry out upgrade of the cloud environment, to provide clients with up-to-date cloud platform with latest capabilities, while ensuring high uptime.
Operations Management (9x5 specified time zone, 24x7, ad-hoc)	Sardina Operations Management team would step in to the shoes of the Operator, to provide reliable operational management of a client's cloud environment. Where appropriate, Sardina may interface directly with data center infrastructure/co-location provider also.
Operations Review	Sardina Professional Services team would provide a client with a review/audit of the cloud environment, against best practices, towards achieving high reliability, flexibility and efficiency.
Other Professional Services	Sardina Professional Services team is prepared to carry out other ancillary services in relation to the cloud environment.

Service Levels

Service level provides the expectations of quality and service type and also remedies when requirements are not met

Support features	Basic support	Enterprise support	Premium support
Service hours	0900 – 1700 CET, Monday — Friday, excluding any UK Bank Holidays (see Note 1 below)	0900 – 1700 CET, Monday — Friday, excluding any UK Bank Holidays (see Note 1 below)	Outside of Basic support or Enterprise support Service Hours (see Note 1 below)
Submission of Support requests	Telephone/email (see Note 2 below)	Telephone/email (see Note 2 below)	Telephone/email (see Note 2 below)
Response method	Telephone/email	Telephone/email	Telephone/email

Note 1: Unless otherwise specified in the Purchase Order.

Note 2: Support Requests are accepted on the pre-agreed telephone numbers and email addresses.

Sardina Support Services Process

1. The term “support ticket” describes the interaction between a Customer and a service representative. It is the principal element of any Customer requests, allowing Customers to create, update, and aim to resolve issues encountered.
 - 1.1. The Customer may open a support request once the Customer’s account has been provisioned within the support portal.
 - 1.2. The Customer may submit support cases through the support portal or by contacting the support team by telephone, unless otherwise noted.
 - 1.3. A support case should consist of a single discrete problem, issue, or request.
 - 1.4. Cases are assigned ticket number. The responsible Sardina representative is pointed by a duty manager.
 - 1.5. The Customer is expected to provide all information requested by Sardina as we work to resolve the case.
 - 1.6. Sardina will keep a record of each case within the support portal enabling the Customer to track and respond to all current cases and allowing for review of historical cases.

2. Each request is assigned its own severity level. "Severity" means a measure of the impact that an Error has on the Customer's operations. There are four levels of Severity, from Severity 1 to Severity 4 (from the gravest impact to the lightest), as defined below.

Severity level	Description
Severity 1	The Customer's mission-critical system is down or substantially not functioning and (a) a considerable portion of the Customer's mission-critical data is at a significant risk of loss or corruption, or (b) the Customer's primary operations have been severely disrupted.
Severity 2	Major functionality of the Customer's production system is severely impaired, substantially affecting the Customer's primary operations.
Severity 3	Partial, non-critical loss of functionality in the Customer's system that has no major effect on the Customer's primary operations.
Severity 4	The Customer's operations are affected to a lesser extent than described under Severities 1 – 3.

3. Response time. Our main objective is fast and complete for any customer request, but at the same time we set additional time for the answer according to the severity level.

Severity level	Basic support	Enterprise support	Premium support
Severity 1	6 hours	1 hours	2 hours
Severity 2	12 hours	3 hours	3 hours
Severity 3	24 hours	12 hours	4 hours
Severity 4	Work on a Solution will commence in due course	Work on a Solution will commence in due course	Work on a Solution will commence in due course. In case where Solution may not be found within 8 hours following the ticket, it would subsequently be handled as per Basic or Enterprise support as may be applicable.

4. Languages. Currently, Sardina Systems provides support in English and Russian. Other languages can be discussed.
5. Unlimited ticket support. Any service level will cover unlimited technical support tickets to provide best assistance for any case.

6. Feedback. Sardina Operations Team are able offer monthly review call to discuss current status. These calls can be scheduled on fixed time slots, or have flexible time slot upon request. This meeting would help the Customer to share feedback of ongoing requests and discuss further opportunities and improvements for the Sardina FishOS product.