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1 Ascertia Support Services Guide

1.1 Introduction

This document provides an overview of Ascertia Support Services products.

The focus of the Ascertia Support Services team is to ensure effective delivery of support and maintenance services to our clients and partners. The Ascertia Support Services goal is to ensure that Client operational effectiveness is maintained, system issues and downtime are minimised and any product upgrades are handled effectively.

The Ascertia Support Service offers the following for all maintenance customers:

- Web-based management tools to open support tickets online
- Create new tickets and make updates directly to an open ticket through email
- Online assistance using multiple channels including web-based chat, email and online screen sharing tools
- Defined response times with an escalation process
- Automatic routing to the correct product support team
- Automated notifications, formal action plans and timely status updates
- For the creation of high priority tickets, a formal support channel must be used to ensure a prompt response.
2 Support hours

Access to Ascertia Support Services is dependent on the level of maintenance purchased. These are available in Standard and 24x7 Support offerings. For details of Service Level Agreements for each maintenance level, refer to the Priority table below.

<table>
<thead>
<tr>
<th>Maintenance Level</th>
<th>Hours of Service</th>
<th>Ticket Logging</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Standard</strong></td>
<td>06:00 to 18:00 UTC, Monday to Friday (excluding public holidays)</td>
<td>Email and Web Portal</td>
<td>Tickets can be logged through email or the online portal at any time, however a response may not be provided until the next working day</td>
</tr>
<tr>
<td><strong>Extended</strong></td>
<td>24x7 availability for Critical issues.</td>
<td>Email and Web Portal</td>
<td>Non-critical issues will be handled during normal business.</td>
</tr>
</tbody>
</table>

24x7 support is available as an additional service that can be provided on an annual basis or for one-off Professional Service events.

For all additional levels of cover and support offerings please refer to the Ascertia Sales team.
3 Contacting Support

3.1 Creating online support accounts
To register for support services, complete the web form available on the Ascertia website https://account.ascertia.com/register.
The Ascertia support portal allows you to create new support tickets, review passed ones and conduct live chat sessions with the support team.
The web-system is linked with emailed support tickets for tracking purposes.

3.2 Emailing support tickets
Email-based support requests can be sent to support@ascertia.com.
These are automatically linked to the sender’s account using the contact email address on record.
For new customers to be able to use this feature, they will be asked to provide contact emails at the start of a new contract. If an email is received from an unauthorised address a new support request may be discarded.

3.3 Logging support requests
Opening a new support ticket is simple, either send an email at support@ascertia.com or login to the Ascertia support portal and click the Submit a Ticket option. The following information should be provided:
• Priority level (critical, high, medium, low)
• The product for which you are seeking support
• Summary plus any details to reproduce the issue
• Current system environment information
Logs and screenshots with additional information can be appended to a case at any time by responding to the confirmation email that will be automatically issued showing the new ticket details.

3.4 Reviewing support tickets
Users are notified automatically via their registered email address whenever one of their support tickets needs further details from them.
Tickets can be reviewed for their current status by going to the Ascertia support portal and click View Tickets option.
This will show users their support tickets and they can simply click on one of the tickets to see the latest updates from the support team. Further information can be provided through the form too.
3.5 Instant Message Chat Sessions

Support tickets can often be resolved much faster if an interactive chat session is held between key Client staff and the Ascertia support or technical teams. Ascertia offers this facility using three optional methods:

- Web chat: Click on Live Chat button available under Home Page > Support menu
- Skype: ascertia.support

Live Chat is effective for simple queries and updates. For more complex issues full details should be provided through email or an arranged online conference or screen sharing session.

3.6 Web Conferencing

For complex issues it can be very useful for the support team to review the problem directly on the customer’s system using a shared session. Both parties will be able to review product behaviour in the customer’s environment or Ascertia Support can demonstrate a complex feature.

Ascertia can schedule an online webinar at a mutually convenient time. The customer can provide their preferred tool, otherwise Ascertia support will offer TeamViewer or Citrix GoToMeeting. Both have security controls to ensure that Ascertia Support can only carry out actions that are overseen and authorised by the customer contact hosting their equipment.
## 4 Service Level Agreements

### 4.1 Service Priority Levels

Effective prioritisation of cases is essential for any organisation to ensure that correct resources are used to resolve an issue within agreed targets.

Ascertia Support will work with the customer to evaluate each new case, using defined levels of priority. These form the foundation of the Service Level Agreement (SLA).

For any high severity issue in the customer’s environment it is important that all relevant information is provided to Ascertia Support as soon as possible or the defined SLA for the Priority of the case may be impacted.

**Ascertia Service Support Priority levels and SLAs:**

<table>
<thead>
<tr>
<th>Priority</th>
<th>Definition</th>
<th>Target Initial Response</th>
<th>Target Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Support Level</strong></td>
<td></td>
<td><strong>Standard</strong></td>
<td><strong>Extended</strong></td>
</tr>
<tr>
<td>1</td>
<td>Critical: A production service has stopped or is inoperable.</td>
<td>2 business hours</td>
<td>2 hours</td>
</tr>
<tr>
<td>2</td>
<td>High: A production system is severely impacted but operable. Potential loss of data or major performance issues.</td>
<td>4 business hours</td>
<td>4 hours</td>
</tr>
<tr>
<td>3</td>
<td>Medium: A production or pre-production system has identified errors within an Ascertia product that is impacting some areas of functionality or performance.</td>
<td>1 working days</td>
<td>4 business hours</td>
</tr>
<tr>
<td>4</td>
<td>Low: Questions on functionality or issues with low impact to the production system or seen on Test or Development systems.</td>
<td>5 working days</td>
<td>1 working days</td>
</tr>
</tbody>
</table>

All cases logged without a priority indicator from the customer will be initially treated as a Medium priority issue.
4.2 Ensuring Effective Support

Effective support can only be provided if adequate information is provided:

• Communicate the level of impact on your business and set a reasonable priority rating for your call. If an incorrect priority is provided this may impact on other services.

• Provide a clear and detailed description of all related problems encountered and most importantly, any actions or changes made prior to the issue being seen.

• Provide all relevant product Log files and, where appropriate, screenshots or any other supporting files (e.g. test files, certificates or CRLs).

• Confirm the issue can be duplicated with the require steps.

• Confirm the product version number, as well as the version of any third-party products that are related to the issue.

• Determine if anything else has changed in your, for example database servers, external information sources, firewall rules, proxy settings, username/password expiry, SSL certificate expiry, access to HSMs, etc.

If it is uncertain whether information may be of use, provide it anyway. All items will help the Ascertia support team make a quick diagnosis of the issue.
5 Service Support Processes

5.1 Support Process Overview

Where a Client is supported by a local business partner then the Client shown above is the Ascertia partner working on behalf of the Client.

5.2 Using the Escalation Process

The escalation process is intended for business-critical issues that require a higher level of attention from Ascertia’s senior management. The process is intended for use when:

- Additional progress is needed on a critical issue
- The issue is noncritical, however Ascertia management should be aware of a potential strategic business impact
- There is dissatisfaction with the resolution or response to an ongoing issue.

To escalate an issue with Ascertia Support Service, use the following steps:

<table>
<thead>
<tr>
<th>Stage</th>
<th>Process</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Update the Support team through the ticket</td>
<td>Respond to the ticket email to <a href="mailto:support@ascertia.com">support@ascertia.com</a></td>
</tr>
<tr>
<td>2</td>
<td>Update the Customer Success Manager</td>
<td>Use the Customer Success Manager assigned to your account</td>
</tr>
<tr>
<td></td>
<td>Update the Sales Account Manager</td>
<td>Use your Sales Account contact or <a href="mailto:sales@ascertia.com">sales@ascertia.com</a></td>
</tr>
<tr>
<td>---</td>
<td>----------------------------------</td>
<td>---------------------------------------------------</td>
</tr>
<tr>
<td>4</td>
<td>Update the Senior Management team</td>
<td>+44 203 633 1199</td>
</tr>
</tbody>
</table>

All Priority 1 Critical cases are handled as escalated cases and relevant stake holders within Ascertia will be informed.

Large, complex problems can take an extended period to fully review and resolve. When possible provide the support team with any target dates or deadlines which may impact your business. This information will help Ascertia Support manage the ticket effectively and promptly assign the required resources to resolve your problem.
6 Online Resources

6.1 Product Download Area
The Client support account also allows access to the product download area of the Ascertia website. The release notes for the latest versions of the products can be seen and the products can be downloaded from https://account.ascertia.com/account/downloads.aspx

Once logged in, additional products and supported platforms can be requested by filling in the relevant web-form.

All maintenance customers are entitled to the latest version of their purchased Ascertia product under their current license. If a revised license is required to support new features, please contact your account manager.

6.2 Product Manuals
Often the initial source of information about a problem is the product manuals. Ascertia provides extensive installation and configuration advice in its documentation bundled within the Product download zip file in the /docs folder. The same documentation can also be found on the Ascertia website by visiting https://www.ascertia.com/products/knowledge-base

For the Ascertia ADSS Server and SigningHub products, a dynamic online help system is available at the following respective sites:


This online manual provides the most up to date information and should be consulted before creating a support ticket.

6.3 Additional Product Information
Additional product information including specialised training slides are available on demand.

Contact your account manager or the sales team via sales@ascertia.com for access to this additional information or any additional training needs.
7 ADSS SAM Appliance Hardware Support Services

Software support for Ascertia products and applications on the ADSS SAM Appliance are provided through normal maintenance.

For all other issues relating to the operating system, Hardware Security Modules or other hardware in the appliance, please use the following process to seek assistance:

1. Service Confirmation
   Contact Ascertia support as normal with your issue, making clear this is for the ADSS SAM Appliance.

2. Fault Confirmation
   The Ascertia support team will work with you to understand the root cause of the problem or fault.

   Should the root cause be with the ADSS Appliance hardware they will guide you through the RMA process.

3. RMA Procedure
   If the ADSS SAM Appliance hardware is confirmed as having a fault it must be sent back to our specialist hardware appliance partner. Full instructions for this procedure will be provided, including the RMA returns address.

   An authorised returns document must be inserted with the ADSS SAM Appliance, plus the smartcard reader, but not the smartcards. Please use the original packaging, if available, or alternative packaging that is suitable to protect the unit.

   Insurance for loss or damage is recommended as the product will be shipped at your risk. You will be charged for any loss or physical damage caused before or during shipping and this must be agreed before a replacement unit is sent.

4. Appliance Repair
   The ADSS SAM Appliance will be examined to see if it can be repaired quickly. If repairs are possible this will be done by the Ascertia Appliance partner. They will also test the unit fully before it is prepared for return.

   If the unit cannot be repaired a replacement unit will be despatched. Data on the ADSS SAM Appliance may be lost during the repair process due to the tamper switches being triggered. Ensure that back-up strategy is implemented to safeguard data loss.

   All customer data on the SAM Appliance operated under the customer’s responsibility only.

5. New System Configuration
   When the replacement unit is received the Ascertia support team will work with you to bring that the replacement ADSS SAM Appliance hardware into active service as quickly as possible.

   Please note that the ADSS SAM Appliance is a special purpose security server built to order. Only a limited quantity of spare units are available at any one time.

   If the faulty unit cannot be repaired and there no replacement units immediately available please allow up to six weeks for a replacement.