MaaS360 Technical Support Guide

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Welcome

As an IBM MaaS360 customer, you have access to a wide range of resources designed to help you if you experience issues with our products and services. We strive to provide you with excellent support, and we want you to know what to expect when you contact us. You deserve excellent service from the initial contact to the issue's resolution. We measure our success by your satisfaction.

Purpose of this document

The purpose of this document is to provide guidelines and reference materials that you may need if you require IBM MaaS360 service and support. We've produced this guide with the following objectives in mind:

- To introduce you to MaaS360 Technical Support

- To provide information on the support currently services available from MaaS360, including definitions of programs, policies and procedures

- To help you to effectively utilize MaaS360 Technical Support

Please review this guide carefully as it contains important information regarding the service and support of your MaaS360 products. Thank you for choosing MaaS360!

Roles and responsibilities

The chart below describes the roles and responsibilities when interacting with MaaS360.

Role	Responsibilities
Customer	• Train users to the appropriate degree on MaaS360 products • Provide 1st-level end user support • Work with MaaS360 throughout the resolution of escalated cases • Communicate the business impact of escalations appropriately • Engage technical and management resources as needed
MaaS360 Customer Engineer	• Understand the customer's environment, project requirements, and business impact • Project management and implementation of new MaaS360 provided services
MaaS360 Technical Support	• Understand the business impact of the customer's issue • Provide technical expertise • Troubleshoot and resolve the customer's issues • Provide status updates to the customer throughout the resolution process
MaaS360 Account Management	• Understand the customer's environment, project requirements, and business impact • Monitor customer cases • Provide proactive resources to prevent potential issues • Handle questions related to contracts and billing
MaaS360 Support Manager	• Ensure the highest degree of support "know-how" in the Support organization • Ensure adherence to Support SLAs • Keep apprised of high-priority issues • Handle customer escalations as needed

Getting started with MaaS360 Technical Support

Overview

MaaS360 provides 24 x 7 x 365 coverage on all products for all customers. We have several Support Centers located around the world. Each center is staffed exclusively with MaaS360 employees and is responsible for covering the local business day. Native Japanese support will be provided during Japan Business hours, Monday through Friday.

IBM MaaS360 support is structured in a "NOC to NOC" model. End users experiencing issues must first call into their corporate Help Desk. If the corporate Help Desk is unable to resolve an issue it can be escalated to MaaS360 Technical Support. At this point MaaS360 Technical Support will work with the Help Desk and the user(s) to resolve all issues.

When you contact MaaS360 Technical Support for assistance, we will document the issue in a case for your organization. We will track each unique issue in a separate case, which has its own case number and title. We will log every contact (chat, phone calls) about the issue into that case. We will close your case when you confirm your issue is resolved, or if you cannot address the issue further. Case closure means no further action is required from MaaS360

Three contacts

If we have asked you for information to help us troubleshoot an issue but have not heard from you, we will attempt to contact you on three non-consecutive business days before we close the case. If we receive an out-of- office communication, we will document the timeframe in the case and will attempt to contact you again upon your return to the office. On the third contact, we will set a date/time for case closure at least 24 hours after that contact.

Pending client action

If you inform us that you cannot currently address an issue further, we will assign the case a status of *Customer Update Required* and wait for your next contact. After 48 hours, we will send you a notification asking for an update to the issue. You will receive another notification after 4 days if we did not get a response to the notification sent after 48 hours. Finally, there will be a final notification sent after 6 days of no response from you and the ticket will be considered resolved after 7 days of no response after we have asked for more information.

Reporting a problem

Before calling Customer Support

In order for our Technical Support team to understand and quickly resolve your software support request, it is important that you take the following steps before contacting us. You will need to gather information about the problem and have it on hand when discussing the situation with the technical support specialist.

Define the problem

To expedite the problem solving process, be sure that you can articulate the problem and the symptoms before contacting MaaS360 Technical Support. It is very important that you are as specific as possible in explaining a problem or a question to our technical support specialists. Our specialists want to be sure that they provide you with the precise solution for the problem scenario. Therefore, the better they understand your specific scenario, the better they will be able to resolve it.

Gather background information

To effectively and efficiently solve a problem, our technical support specialist needs to have all of the relevant information about the problem. Being able to answer the following questions will help us in our efforts to resolve your problem:

- Define your technical problem in specific terms, and provide the OS being used.

- Is this affecting one device or multiple devices?

Contacting MaaS360 Technical Support

As noted above, MaaS360 provides support for all products and services through its 24x7 Technical Support Center.

When calling or submitting a problem to MaaS360 Technical Support about a particular service request, please have the following information ready:

- Company name

- Contact information

- Preferred means of contact

- Related device, operating system and system information

- Detailed description of the issue

- Username / Device Name

You can manage your support experience through the MaaS360 Product Support Page on the IBM Support Community. Here you can update a case, open a new case, chat with support and search old cases.

Telephone

To contact MaaS360 Technical Support over the phone please use these numbers:

- US – (800) 546-5750

- United Kingdom – (800) 085-3140

- France – (800) 944-304

- India – (800) 440-7016

- New Zealand – (050) 861-7047

- Australia – (800) 713-826

- International – (215) 664-1615

- Native Japanese support will be provided during Japan's business hours, Monday through Friday.

If all technicians are busy when a call arrives, the caller will be placed in queue for the next available technician.

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Case severity levels

Although we strive to assist you with all issues in a timely manner, we use severity levels to separate mission critical issues from questions, allowing us to respond appropriately to each issue. The chart below defines the severity levels used within MaaS360 Technical Support.

Severity Level	Definition
Critical	• Problems or issues with the service that interrupt or prevent the entire customer population from performing regular business operations • Problems or issues caused by the service having a catastrophic impact on regular business operations.
High	• Problems or issues with the service that interrupt or prevent a significant percentage of the customer population from performing regular business operations • Problems or issues caused by the service having a major impact on regular business operations
Medium	• Problems or issues with the service that interrupt or prevent a small percentage of the customer population from performing regular business operations • Problems or issues caused by the service having a significant impact on regular business operations
Low	• Problems or issues with the service that interrupt or prevent an individual user from performing regular business operations • Problems or issues having a minor impact on regular business operations • Information requests

Case response times

When you create a case with MaaS360 Technical Support, you can expect a return contact and status updates within the targeted response times listed below based on the severity levels defined above:

Severity Level	Targeted Initial Response Time[1]	Targeted Status Updates
Critical	30 minutes	< 2 hours
High	1 hour	< 4 hours
Medium	2 hours	< 8 hours
Low	3 hours	< 24 hours

Case status

A case can have one of the following statuses:

Status Type	Explanation
Assigned	A case has been opened and assigned to a technical support specialist
In Progress	Work has begun on the open case
Customer Update Required	Awaiting information from the customer
Resolved	The solution has been provided. The customer and MaaS360 agree to close the case

[1]Initial response times given above apply only to issues called in to MaaS360 Technical Support.

Escalation management

An escalation elevates the urgency level of a situation to minimize business impact. A case may be escalated to receive more resources and management attention. An escalation may be requested by the customer, or initiated by MaaS360. If you would like to escalate an issue or are dissatisfied with the handling of your case, contact your Account Manager. Your Account Manager will request the escalation and notify the Support Manager.

Internal escalation schedule

If issues are not resolved in a timely manner, internal escalations and notifications will occur according to the schedule below:

Severity Level	First Point of Escalation	Second Point of Escalation	Third Point of Escalation
Critical	If the ticket is not resolved in 4 hours: • The Customer Service Manager is contacted by email • The Account Manager is contacted by email • Ownership of the ticket is transferred to a L3 technician • Status updates are provided to the customer and AM every 2 hours	If the ticket is not resolved in 12 hours: • The assignee is contacted for the status • The Customer Service Manager is contacted by email • Status updates are provided to the customer and CS Management every 2 hours • Additional escalation where appropriate	If the ticket is not resolved in 24 hours: • The assignee is contacted for the status • The COO is contacted by email • Status updates are provided to the customer, AM, CS Management and COO every 2 hours

Severity Level	First Point of Escalation	Second Point of Escalation	Third Point of Escalation
High	If the ticket is not resolved in 12 hours: • The assignee is contacted for the status • The Customer Service Manager is contacted by email • The Account Manager is contacted by email • Status updates are provided to the customer and CS management every 2 hours	If the ticket is not resolved in 36 hours: • Ownership of the ticket is transferred to a L3 technician • The Account Manager is contacted by email • Status updates are provided to the customer, CS Management and AM every 4 hours • Additional escalation where appropriate	If the ticket is not resolved in 48 hours: • **The assignee is contacted for the status** • The Customer Service Director is contacted by email • Status updates are provided to the customer, AM, CS Management every 4 hours
Medium	If the ticket is not resolved in 2 days: • The assignee is contacted for the status • The Account Manager is contacted by email • Status updates are provided to the customer every 8 hours	If the ticket is not resolved in 6 days: • Ownership of the ticket is transferred to the L3 technician • The Customer Service Manager is contacted by email • Status updates are provided to the customer and AM every 8/24 hours	If the ticket is not resolved in 15 days: • The assignee is contacted for the status • Status updates are provided to the customer, AM and CS Management every 8 hours • Additional escalation where appropriate

Appendix A: Technical Support contact information

1. On-site Level 2 Technician US – (800)-546-
   5750 United Kingdom – (800) 085-3140
   France – (800) 944-304
   India – (800) 440-7016
   New Zealand – (050) 861-7047
   Australia – (800) 713-826
   International – (215) 664-1615

   Native Japanese support will be provided during Japan's business hours, Monday through Friday.

2. On-Site Level 3 Technician
   Call the 800 number above and request a Level 3 Technician

   Team Manager – Andrew
   Clarke
   Office: 215-664-1650
   Mobile:215-896-4851

   aclarke@us.ibm.com

   Program Director,
   MaaS360 Support – Chris
   Rhein
   Office: 215-664-1626
   Mobile: 216-206-9448
   crhein@us.ibm.com

   Program Director, Customer Platform Services –
   Norton Brainard

   Office: 215-664-1781
   Mobile: 215-421-9208

   norton@us.ibm.com