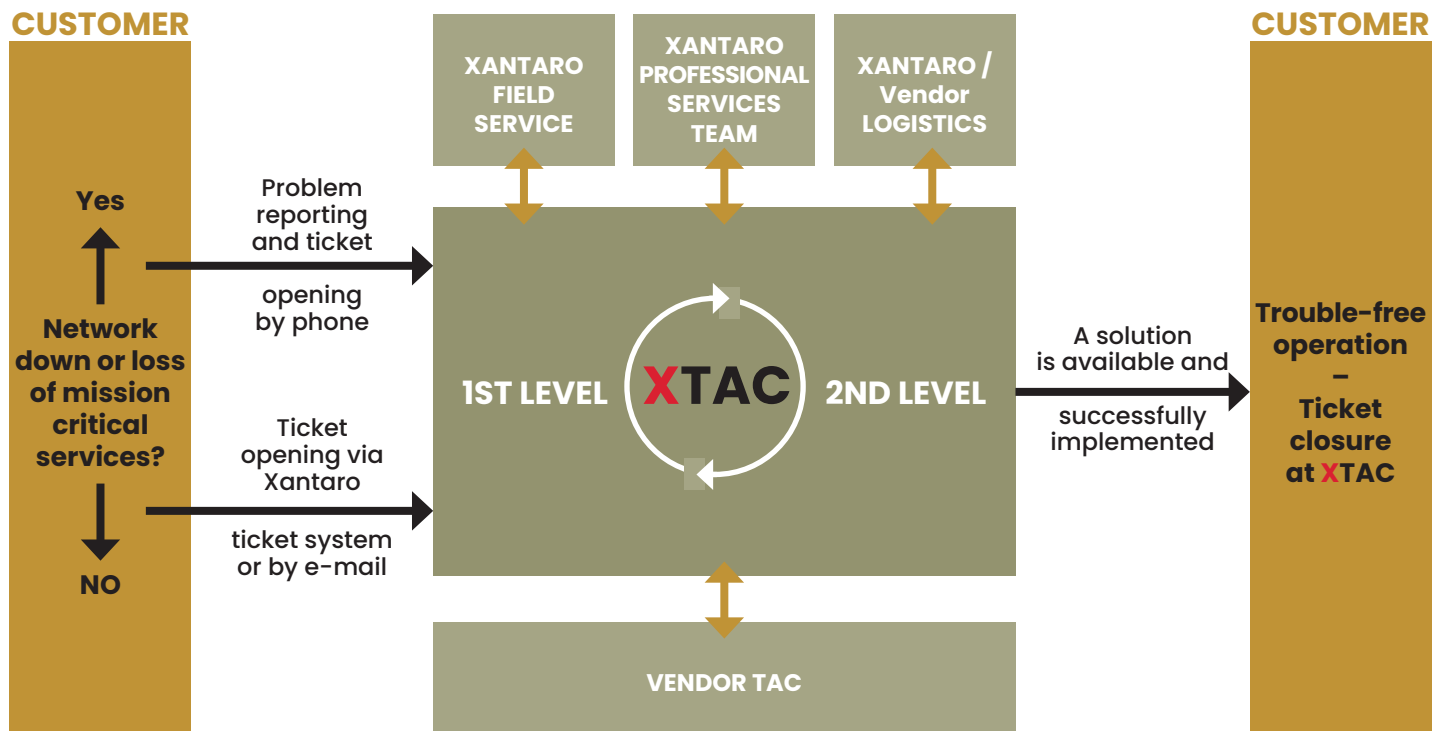connecting the world.

XANTARO MAINTENANCE SERVICES

XTAC USER GUIDE

UNITED KINGDOM

XTAC WORKFLOW

The Xantaro Technical Assistance Centre (XTAC) is the central interface for all technical questions and topics for products and services purchased via Xantaro.

CUSTOMER

CUSTOMER

XANTARO FIELD SERVICE	XANTARO PROFESSIONAL SERVICES TEAM	XANTARO / Vendor LOGISTICS

Yes

Problem reporting and ticket opening by phone

Network down or loss of mission critical services?

1ST LEVEL **XTAC** **2ND LEVEL**

Ticket opening via Xantaro ticket system or by e-mail

NO

A solution is available and successfully implemented

Trouble-free operation – Ticket closure at XTAC

VENDOR TAC

QUICK REFERENCE

• **Urgent Problem Reporting**
  If you need to report an urgent failure, please contact our XTAC on the 24x7x365 accessible
  XTAC-phone number +44 203 608 1365.

• **Non-urgent Technical Issues**
  If there is a technical question or a less urgent topic, a ticket can be opened directly online by means of the Xantaro
  ticket system at **https://ticket.xantaro.net** or by an e-mail to **xtac@xantaro.net.**

• **RMA Handling and Customer Care**
  XTAC supports RMA handling and Customer Care. Just contact our XTAC by an e-mail to **xtac@xantaro.net**.

• **General Questions and further Information**
  If you have general questions regarding your Service Contract or require further information about the XTAC,
  contact your Xantaro Account Manager or send an e-mail to **service@xantaro.net**.

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The XTAC User Guide provides an overview of the XTAC processes and tools; thus providing a basis for efficient communication around your Service Contract with Xantaro.

CONTENTS IN DETAIL

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1. REPORTING AND RESOLVING PROBLEMS WITH XTAC

• Priority Ranking Guidelines

Upon notification of a problem, the priority level of the incident is required to ensure that the issue is correctly allocated. The following priority categories are subdivided at Xantaro:

Priority	Description	XTAC Responsibility
1. Critical	Total loss or continuous instability of missioncritical functionality. There is a massive service and business impact.	Permanently available and dedicated XTAC resources work on the fault clearance until a solution or workaround has been found.
2. High	Important functions in the network are considerably impaired; the failure has extensive influence on the production surroundings. There is a direct service impact or partial business impact.	Dedicated resources work on the fault clearance until a solution or a workaround has been found from Monday through Friday between 7 a.m. and 7 p.m.
3. Medium	Some functions in the network are defective; however, these do not have a serious influence on the production surroundings. There is an indirect service impact, but no business impact.	Available XTAC resources work on the fault clearance from Monday through Friday between 7 a.m. and 7 p.m.
4. Low	There is an enquiry regarding configuration, software or a feature of a product. There is no service or business impact.	Available XTAC resources work on the fault clearance from Monday through Friday between 7 a.m. and 7 p.m.

Note: Please indicate the relevant failure priority when opening a ticket. If alteration of the priority is necessary in the course of the ticket process, please contact XTAC by phone at: +44 203 608 1365.

• Urgent Problem Reporting

If you need to report an urgent problem (Priority 1 or 2), contact our XTAC at the phone number **+44 203 608 1365**. By choosing direct contact, undue delay between the reporting of an incident and the response of an XTAC Support Engineer is avoided. That way you can be sure that there is no delay between the notification of a failure and the reaction of an XTAC Support Engineer.

During the call, you will receive the Xantaro ticket number as the reference under which the issue will be processed and tracked by XTAC. The XTAC Support Engineer will note all the necessary details for processing the incident during the call.

Important: Please contact XTAC by telephone in cases of total network failure or in cases where the critical functions of your network are impaired and the failure you are notifying us of must be progressed immediately.

• Non-urgent technical issues and contact for general questions

If there is a less urgent topic (Priority 3 or 4) or a technical question, a ticket can be opened directly online by means of the Xantaro ticket system. You can access the Xantaro ticket system through the Xantaro Support Portal at: **https://ticket.xantaro.net**. Alternatively, you can send an e-mail to **xtac@xantaro.net**. In this case, the ticket will be created by XTAC.

Afterwards, the ticket will be actioned by an XTAC Support Engineer, who will contact you promptly in order to coordinate the further processing.

Important: Please use the written contact form for cases where less important functions of your network are impaired and notification of the incident does not need to be processed immediately.

• Information to be provided when reporting a problem

In order to ensure a quick fault clearance or qualified reply to a question please provide all the relevant information to our XTAC when a ticket is created.

Please also forward the information in written form via e-mail or through the Xantaro ticket system even when a ticket is opened by phone.

Folgende Informationen sind erforderlich:

• your Xantaro service contract number
• the serial number of the component contained in the service contract
• the desired priority
• a detailed description of the failure including prior executed configuration changes
• system information (e.g. „show tech", „request support-information", etc.)
• the configuration, as well as the relevant log messages at the time of failure
• the current network topology
• the information for the remote maintenance, if desired

Important: If you report an issue by e-mail, please submit your complete contact data.

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• Further communication required for problem solving

The XTAC Support Engineer contacts you – according to the priority – regularly by phone or via e-mail.
A ticket update on your part may be executed by phone, via e-mail or directly through the ticket system.
Requested debug information can be transferred as an e-mail attachment, as an attachment to a message in the ticket system (encrypted) or via sFTP.

In parallel, you can view the current status and the history of a ticket via the Xantaro Support Portal.
If you desire further information regarding the current status of your ticket, you may contact XTAC by phone or via e-mail.

When the solution of the ticket is to your satisfaction, the ticket is closed by mutual agreement.
To close a ticket please contact our XTAC by phone or via e-mail.

• Escalation of a Problem

The Xantaro ticket system reliably controls the escalation of failures dependent on the priority.
The responsible Xantaro Employee escalates the problem to the next higher level based on the following escalation matrix.

	PRIO 1	PRIO 2	PRIO 3	PRIO 4
Chief Technology Officer	16 hours	96 hours	n/a	n/a
Head of Customer Services	8 hours	48 hours	n/a	n/a
Technical Support Manager	4 hours	24 hours	n/a	n/a
Service (Delivery) Manager on duty	1 hour	4 hours	5 days	30 days

Note: If the processing of your ticket is not according to your expectations, you may escalate the ticket through your Service (Delivery) Manager. The related contact information can be found separately in your service voucher.

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2. WORKFLOW WITHIN THE XTAC

• Resolution Process

Subsequent to the ticket opening follows an analysis of the problem and the development of possible solution approaches. These are reviewed with you by the XTAC Support Engineer by phone or via e-mail.
The complete process will be documented in the Xantaro ticket system.

In cases where it is suspected that the failure is due to hardware or software, the respective Technical Assistance Centre (TAC) of the manufacturer will be involved immediately. Hence, vendor TAC and XTAC will work in close cooperation with you on the failure clearance.

The following steps may be possible as part of the failure clearance process:

• Review of the configuration and debug information
• Reproduction of the scenario in the Xantaro Support Lab
• Creation of a case in the respective vendor TAC
• Diagnosis on the affected live system
• Initiation of the RMA process for the replacement of defective hardware
• Replacement of the defective component by the Xantaro Field Service

If no solution is found within the escalation period defined for the priority, the ticket will be escalated. In this case XTAC will allocate the ticket to a dedicated expert of Xantaro's Professional Services team who will proceed with the fault clearance. Simultaneously, the escalation will be directed towards the vendor TAC.

• XTAC Engineer Responsibilities

You will obtain regular ticket updates via e-mail and/or you can view these at the Xantaro Support Portal. Thereby, you will stay informed about the current status throughout the entire failure clearance process.

As soon as a ticket is created, the XTAC Support Engineer has the following responsibilities:

• Taking ownership of the ticket
• Initiation of the diagnosis and analysis
• Reproduction in the Xantaro Support Lab (if possible)
• Opening and tracking of cases at the vendor TAC
• Delivery of periodic updates regarding the status
• Escalation of the ticket according to the priority
• Generation of an RMA as soon as this is confirmed by the vendor TAC
• Ticket closure as soon as all questions have been amicably clarified

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The following table indicates the policy regarding the reaction time, service time and frequency of updates with which you will be informed about the status of a ticket.
The values are based on the current priority of a ticket.

Priority	Reaction Time	Service Time	Update Frequency
1: Critical	15 minutes	24/7	every 4 hours
2: High	1 hour	24/7	every business day
3: Medium	8 hours	Monday to Friday 7 a.m. and 7 p.m. (local time)	every third business day
4: Low	24 hours	Monday to Friday 7 a.m. and 7 p.m. (local time)	once a week

Note: In order to ensure the reaction time when you have a network failure with the priority category 1 or 2 please contact our XTAC by phone at **+44 203 608 1365**.

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3. USE OF XANTARO TICKET SYSTEM AND SFTP SERVER

• Opening a ticket in the Xantaro ticket system

1. Log in to the password protected area of the Xantaro Support Portal: **https://ticket.xantaro.net**
2. Select the „Incident" option to access the entry form for a new ticket.
3. Select the priority of your issue.
4. Enter the serial number (optional) and a meaningful title for the ticket and describe the problem in the text field.
5. Press the "Create" Button to report your ticket to the XTAC

Important: Please ensure that you have all necessary information available, before opening a ticket.

• Tracking tickets via the Xantaro ticket system

Within the ticket system **https://ticket.xantaro.net** there are various options for tracking:

- Use „My Requests" to view tickets that were created with your account
- Use „All Requests" to view tickets that were created with another account in your organization
- Use the search function for open and closed requests

Find the following information in the overview of your ticket:

- Reference
- Summary
- Status
- Service Project
- Requester
- Created date
- Updated date
- Due date
- Assignee
- Priority

Click on the hyperlink of a ticket in the ticket overview if you want to add a comment to your request or to view the following additional information:

- Activity
- Details
- Priority
- Description
- FTPShare

• Use of Xantaro sFTP Server

The SFTPShare of the ticket system and the Xantaro SFTP server are available for the exchange of extensive debug information. You can reach the SFTP server at **sftp://sftp.xantaro.net.**

Important: Please inform the XTAC Support Engineer after you have uploaded a file and inform him/her of the exact location where it is stored.

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4. RETURN MATERIALS AUTHORISATION (RMA) PROCEDURES

In most cases, a diagnosis in cooperation with the respective vendor TAC is necessary. If the hardware fault is confirmed by the manufacturer and the RMA is initiated, the Xantaro Support Engineer registers this in the ticket system. Both, the hardware exchange process as well as the time for the Service Level Agreement (SLA) starts.

• Delivery and exchange of hardware

Depending on the agreed SLA, the hardware will be delivered by Xantaro logistics or exchanged by the Xantaro Field Service. Please refer to your maintenance contract information for more details.

In order to facilitate quick processing, it is absolutely necessary that our XTAC has all information available that is necessary for a delivery or an exchange of the defective components. Please provide the following information in advance:

• Complete address
• Contact data of the contact person on site
• Documentation of the access procedure
• Floor plan with device location or indication of building / floor / room / rack / height unit

Important: If the components are exchanged by the Xantaro Field Service, the replacement needs to be supervised on your side. For questions regarding the current status of a delivery or an exchange, you can contact the XTAC at any time by phone: **+44 203 608 1365**.

• Return of the defective device

For return of the defective device, you will receive a RMA number. In order to receive free processing it is important that the defective contract device is sent to Xantaro as quick as possible. You will be informed of all necessary details by XTAC in advance.

Important: Please only return the parts of the defective device for which you have received a replacement. Only use the packaging of the delivered replacement for the return shipment (including the anti-static cover) so that the packaging provides sufficient protection against transport damages. Please also note the RMA number clearly on the package and the return shipment form. Especially in cases of shipments across borders, the contract device must be correctly identified as an RMA device.

• Replacement of Dead-on-Arrival (DoA) Units

New devices are described as Dead-on-Arrival (DoA) if they are delivered damaged or if they exhibit faulty hardware the first time they are turned on or immediately thereafter. Xantaro will replace these components – provided they were purchased by Xantaro – without additional costs for you and will organise the shipment of a r eplacement device from the manufacturer.

Important: Check new delivered devices promptly upon receipt for damage and function.

5. APPENDIX

• Access Credentials

You will receive the access Credentials for the Xantaro Ticket System and the sFTP server when your service contract is created. For questions or changes of the access data, please contact **xtac@xantaro.net**.

For some of the manufacturers in the Xantaro product portfolio, an additional account for the vendor portal can be created by Xantaro. XTAC is glad to help you with this topic as well.

• XCare – Portfolio Overview

With XCare, Xantaro offers flexible modules for maintenance and support with different service levels.
The following table provides an overview of the flexible services within standardised or individual XCare products.

XTAC	Software Update Delivery	Hardware Delivery	Arrival Time	FSE – Onsite Service	Customer Portal
· Hotline only · 24/7 Support	yes / no	· **Vendor Warranty** · **Hardware Repair Service** · **Advance Replacement**	· **Vendor SLA** · **5 Business Days** · **3 Business Days** · **Next Business Day** · **Same Day up to 4h** · **Same Day up to 3h**	yes / no	yes / no

• Yukon – the Xantaro Service Engine

With Yukon, Xantaro provides a specially developed, vendor-independent service engine providing functions to interact with network components via various applications for a simplified administration, operational optimisation and for improved transparency in the network. Areas of application amongst others include:

• Inventory Management (e.g. access to inventory data, services such as end-of-life audit, etc.)
• Data Correlation & Filtering (e.g. storage and analysis of historical data, metrics and events, cross-technology and cross-vendor correlation of data, end-to-end error analysis, etc.)
• XTAC & XCare Automation (display of maintenance contract data and support tickets, automated collection and provision of support information, XTAC interface with jump host functionality, etc.)
• Automation Interfaces (provision of a GUI for existing automation solutions, use of inventory, performance and status data via API access for further external applications)

For further information visit: **www.xantaro.net/yukon**

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"Xantaro has been our Maintenance Services partner for Juniper Networks hardware for many years. The co-operation with XTAC – Xantaro's Technical Assistance Centre – proves to be extremely reliable and valuable within day-to-day business. They satisfy in both, network knowledge and effective communication with the vendors which minimises the resolution and recovery times.

For me, XTAC is a reliable complement to our team. Prompt reaction, the understanding of issues and business impacts as well as the responsible handling enables our employees to concentrate on other essential tasks such as the operation and configuration of the Vodafone IP networks. Networkers are collaborating with networks here, and that becomes apparent in the results."

Michael Tanz, Head of Data Network Connectivity & Security – TON, Vodafone GmbH