

# WALLIX SUPPORT SERVICES



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The purpose of this document is to describe the level of services to which customers with a maintenance contract are entitled.

## SOFTWARE MAINTENANCE

### DEFINITIONS

#### VERSIONS

WALLIX product versions are identified by a 3-digit code under the following form: X.Y.Z

**Long Term Versions:** In the WALLIX Product version number X.0.Z (X identifies the name of the LT version)

**Intermediary Versions:** In the WALLIX Product version number X.Y.Z (Y identifies the intermediary version)

**Hotfixes Versions:** In the WALLIX Product version number X.Y.Z (Z identifies the level of hotfix of the version)

**Supported Version:** A supported version is a version on top of which WALLIX develops Hotfixes.

#### SOFTWARE MAINTENANCE AND MAINTENANCE CONTRACT

- Customers under a valid maintenance contract are entitled to access **LT Versions, Intermediary Versions and Hotfixes**.
- As its sole initiative, WALLIX delivers **LT Versions, Intermediary Versions and Hotfixes**.

#### SOFTWARE MAINTENANCE AND SUPPORT

From version 6.0 on, WALLIX policy is to support the LT versions for a 3-year period from the date of first release. During this period, **hotfixes** are regularly produced on top of:

- The latest of the **intermediary** versions
- The **latest level of Hotfixes** for each **LT version** aged less than 3 years

We maintain information on the end of support for each versions in a section of the Support Portal:

<https://support.wallix.com/login?ec=302&startURL=%2Fs%2Farticle%2FEnd-of-life>

Versions are made available in the download section of the Support Portal. A notification is sent to those who have an account in our Support Portal when new versions are made available.

## HARDWARE MAINTENANCE

### DEFINITIONS

Hardware Appliances: Hardware appliances are hardware servers provided by WALLIX.

#### HARDWARE MAINTENANCE AND MAINTENANCE CONTRACT

- Customers under a valid hardware maintenance contract are entitled to WALLIX Support.
- By default, Hardware Maintenance Contracts are issued for a period of 3 years starting at the date of expedition from WALLIX premises.
- Hardware Maintenance Contract duration can be extended to a total of 4 years or 5 years if purchased either at the time of the hardware purchase or 3 months before the expiration of the initial 3-year contract.

## MORE INFORMATION

**WALLIX**  
Technical Support Center

**Europe  
Middle East-Africa region**  
Tel.: +33.1.70.36.37.50  
(open from 8:00 AM to 7:00  
PM CET)

**North America region**  
Tel.: +1 438.777.9439  
(open from 8:00 AM to 5:00  
PM EST-NA)

## HARDWARE MAINTENANCE AND SUPPORT

When a hardware incident is identified by the WALLIX Support team, a maintenance operation is triggered. Our objective is to proceed to onsite operation within 4 hours following the diagnostic phase. Damaged hardware parts are replaced when available. According to the conditions of the maintenance contract.

Note that these objectives relate to the location of the hardware at the time the incident is reported. Below is a list of the countries for which this level of service is available:

Algeria	France	Portugal	Qatar
Angola	German	Slovakia	Romania
Austria	Ghana	South Africa	Russia
Azerbaijan	Greece	Spain	Saudi Arabia
Bahrain	Hungary	Sweden	Serbia
Belgium	Iceland	Switzerland	Slovenia
Botswana	Iraq	Kenya	Tanzania
Bulgaria	Ireland	Kuwait	Tunisia
Czech Republic	Israel	Latvia	Turkey
Cote Ivoire	Italy	Libya	Uganda
Croatia	Jordan	Lithuania	Ukraine
Denmark	Kazakhstan	Morocco	United Kingdom
Egypt	Luxembourg	Mozambique	United Arab Emirates
Estonia	Netherlands	Namibia	
Ethiopia	Norway	Nigeria	
Finland	Poland	Oman	

In addition, in the event that a hard drive needs to be replaced and in order to preserve the confidentiality of your data, we allow you to keep the defective hard drive.

## SOFTWARE AS A SERVICE MAINTENANCE

WALLIX delivers Software as a Service solutions for which platforms and processes are designed to provide a high level of availability. However, maintenance operation may occasionally be triggered which momentarily interrupt the service. In such situations, notification is sent to solutions administrators 1 month in advance:

Notifications alert administrators of any changes to features, functionality, or service that may impact their use of our solutions. These notifications may include actions admins must take in order to prepare for these changes.

Product & Service Notifications include:

- Major Release Reminders
- Off-Cycle Releases
- Product Behavior Change
- Service Maintenances
- Feature Retirement Notifications (End-of-Support, End-of-Pilot)

Notifications are published on our Customer Support Portal and sent by email.

## CUSTOMER SUPPORT CENTER

### ORGANIZATION

WALLIX consultants are trained up to the WCE\* level on the entire solution suite. Most also have extensive field experience. The Customer Support Center works closely with our R&D team.

Customer issues are treated through an electronic system that gives clients direct access to their requests. The delay in response time for each request is defined by the level of contract and is presented in the "Service Level" section of this document.

Requests fall into four categories:

- **Issue**
- **Question**
- **Feature request**
- **License and Access (License Key or Service Access requirements)**

\*WALLIX Certified Expert

Requests are assessed against priority levels defined by the customer and reassessed by the WALLIX Customer Support Center. Priority levels are set according to the following rules:

- **Priority High:** Production interrupted
- **Priority Medium:** Partly usable system
- **Priority Low:** Little or no impact on the production

## OPENING A REQUEST

The preferred way of creating customer requests is through our Customer Support Portal: <https://support.wallix.com/>. The portal allows customers to attach to the request any additional information which may help to illustrate or resolve the issue such as log files, screenshots, etc.

**Our Customer Support Center can also be reached by phone: +33.1.70.36.37.50 for the Europe Middle East-Africa region (open from 8:00 AM to 7:00 PM CET) or +1 438.777.9439 for the North America region (open from 8:00 AM to 5:00 PM ET).**

## REQUEST TREATMENT

Once the incident is opened, our consultants collect any information necessary for the fastest possible resolution. Initial responses may include:

- Providing you with instructions for resolution
- Referring you to sections of the technical documentation supplied with the product and available on the Customer Support Portal or to our public knowledge base also available on the Customer Support Portal (<https://support.wallix.com/s/toparticles>)
- Referring you to corrective versions of our products
- Searching for information on similar incidents in the WALLIX knowledge bases
- Collecting information, errors or log files on your system or environment to isolate the cause of the incident
- Asking your authorization to establish a remote connection
- Escalation of your issue to other technical experts at WALLIX (Product Managers, R&D team, etc.)

## SHARED RESPONSIBILITY

WALLIX understands that receiving timely technical support from qualified professionals is a key aspect of support services. Equally important is the critical role that the customer's IT department plays in the support of its users. To this extent, WALLIX developed a Training Program to help its Customers in administering WALLIX solutions. <https://www.wallix.com/en/wallix-academy/>

## ESCALATED REQUESTS

### DEFECTS

Defects are treated in product versions according to the Software Maintenance Policy defined in the section "Software Maintenance". Depending on the priority and if deemed necessary by WALLIX, corrections are included in hotfix versions or workarounds are proposed.

### FEATURE REQUESTS

Feature requests are taken into account by the product team and may be included in intermediary and LT versions according to the WALLIX product strategy.

### AVAILABLE TOOLS

Customers under valid maintenance contracts or subscription contracts have access to the WALLIX Support Portal which includes the elements described below.

### SOLUTIONS

The solution section gives access to the public Customer Support Knowledge Base. It can be searched using key words in the search engine.

### DOCUMENTATION

The documentation section gives access to the documentation available for each of the supported product versions.

## DOWNLOADS

The downloads section gives access to the software packages of our supported products.

## TECHNICAL SUPPORT AND SERVICE LEVEL

### TECHNICAL SUPPORT / SERVICE LEVEL

Maintenance Service Level	BRONZE	SILVER	GOLD
Access to New Software Versions	X	X	X
Access to Hotfixes	X	X	X
Self Service Support (Customer Support Portal Available 24/7) <a href="https://support.wallix.com/s/toparticles">https://support.wallix.com/s/toparticles</a>	X	X	X
Access to Support – Monday to Friday (excluding holidays) 8:00 - 19:00, CET – EMEA 8 :00 AM - 5 :00 PM – EST	X		
Access to Support – 7 days a week 8:00 - 19:00, CET – EMEA 8 :00 AM - 5 :00 PM – EST		X	
Access to Support – 24/7			X
Number of Portal Access accounts	2	4	6
Response Time	D+1	H+4	H+2

## TAM SERVICE (TECHNICAL ACCOUNT MANAGER)

The principle of the TAM service is to provide the customer with a dedicated support contact whose responsibility is to organize the relationship and serve as a first point of escalation if needed.

### SERVICE PROVIDED

The TAM is not meant to handle all support requests submitted by the customer. It is expected that the customer will still submit support requests as described in section IV of this document.

The TAM reports to the customer monthly on the requests that have been opened, are pending, and that are closed with a status on each. This report is sent by email and clarified via phone conference.

The TAM and the customer share views and define priorities for the treatment of requests.

In the case of an emergency, the TAM or his substitute is available by phone to handle escalations.

The TAM organizes face-to-face meetings every 6 months either at the customer's or WALLIX's premises to present the WALLIX RoadMap and the customer's RoadMap.

## about WALLIX

A software company providing cybersecurity solutions, WALLIX Group is a European specialist in privileged account governance. In response to recent regulatory change (NIS/GDPR in Europe and OVIs in France) and the cyber security threats affecting all companies today, Bastion helps users protect their critical IT assets: data, servers, terminals and connected objects.

[WWW.WALLIX.COM](http://WWW.WALLIX.COM)

