

WALLIX  
SUPPORT SERVICES



# WALLIX Support Services

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

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## 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 of our versions in a section of Support Portal:

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

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

North America region  
Tel.: +1 438.777.9439

## HARDWARE MAINTENANCE AND SUPPORT

When a hardware incident is qualified by the WALLIX Support team, the WALLIX Support team triggers a maintenance operation. 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:

<b>Americas</b>	Rep	Uruguay	France	Luxembourg	Spain	Hong Kong
Antigua & Barbuda	Ecuador	<b>EMEA</b>	Germany	Monaco	Sweden	India
Argentina	El Salvador	Algeria	Georgia	Morocco	Switzerland	Indonesia
Aruba	Grenada	Andorra	Ghana	Mozambique	Tanzania	Japan
Bahamas	Guatemala	Angola	Gibraltar	Namibia	Tunisia	Macau
Barbados	Guyana	Austria	Greece	Netherlands	Turkey	Malaysia
Bermuda	Honduras	Azerbaijan	Hungary	Nigeria	Uganda	New Zealand
Bolivia	Jamaica	Bahrain	Iceland	Norway	Ukraine	Pakistan
Brazil	Mexico	Belarus	Iraq	Oman	United Arab Emirates	Philippines
British Virgin Islands	Nicaragua	Belgium	Ireland	Poland	Emirates	Singapore
Canada	Panama	Botswana	Israel	Portugal	United Kingdom	South Korea
Cayman Islands	Paraguay	Bulgaria	Italy	Qatar	Kingdom	Sri Lanka
Chile	Peru	Cote D'ivoire	Jordan	Romania	Uzbekistan	Taiwan
Columbia	Puerto Rico	Croatia	Kazakhstan	Russia	Vatican	Thailand
Costa Rica	Suriname	Czech Rep	Kenya	San Marino	City/Holy See	Vietnam
Dominica	Trinidad & Tobago	Denmark	Kuwait	Saudi Arabia	<b>APJ</b>	
Dominican Republic	United States	Egypt	Latvia	Serbia	Australia	
	US Virgin Islands	Estonia	Libya	Slovakia	Bangladesh	
		Ethiopia	Lichtenstein	Slovenia	Brunei	
		Finland	Lithuania	South Africa	China	

## 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, we have to trigger maintenance operations that momentarily interrupt the service. In such a situation, notification is sent to the administrators of the solutions 1 month in advance:

Those notifications alert them 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 all our product ranges. 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 time in which the requests are taken into account is defined by the level of contract and is presented in the "Service Level" section of this document.

Requests belong to four categories:

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

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 useful information 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 or +1 438.777.9439 for the North America region.**

## 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 / SERVICE LEVEL

Maintenance Service Level	BRONZE	GOLD
Access to New Software Versions	X	X
Access to Hotfixes	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
Access to Support – Monday to Friday (excluding holidays in France and Canada) 8:00 AM - 7:00, PM CET – EMEA 8:00 AM - 5:00 PM – EST – NORTH AMERICA	X	
Access to Support – 24/7		X
Number of Portal Access accounts	2	6
Response Time	D+1	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.

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

