

Front Office for NetBackup

Support Guide

Opening a Support Ticket

There are two ways to open a Ticket: via email or via phone; both are detailed below. Please follow these steps in order to expedite your issue.

Opening a Ticket by Email:

1. Email NBUSupport@biomni.com
2. Include a summary of the issue in the email Subject, plus your name, company name, product version and full details of your query, as well as the impact, in the body of the email. Please attach screen shots as file attachments
3. A ticket will be automatically created for you and the unique reference sent to you by return email

Opening a Ticket by Phone:

1. Dial +44 (0)845 319 2300
2. State your contact details, along with a description of the issue and impact
3. Email any supporting screen shots to NBUSupport@biomni.com

Severity Definitions and Support Response Targets

Biomni will prioritize tickets by discussing the business impact with the customer but uses the following guidelines to prioritize its resources:

<p>P1 – Critical Business Impact</p>	<p>An incident/problem with no workaround, where the use of a critical system is impossible in the production environment, or severely and widely impacts the Customer’s critical business operations.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Front Office unavailable or severely degraded performance • Multiple service requests error or have incorrect information for multiple users • Multiple users unable to logon to Front Office
<p>P2 – Severe Business Impact</p>	<p>An incident/problem with no workaround, where major functionality is severely affected or restricted, but not causing immediate work stoppage, and operation can continue in a degraded fashion.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Front Office has degraded performance • Single service request errors or has incorrect information for multiple users

<p>P3/P4 – Inconvenient/minor Business Impact</p>	<p>An incident/problem affecting a small number of users or single user. Work can reasonably continue in an impaired manner. Examples:</p> <ul style="list-style-type: none"> • Single service request errors for single user • Single user unable to access Front Office • Front Office reports error or show invalid data • User cannot access required service requests
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Support Response Targets

Biomni shall endeavor to respond to tickets within the following timescales:

Priority	Target Response SLA
P1 – Critical Business Impact#	15 minutes
P2 – Severe Business Impact#	60 minutes
P3 – Inconvenient Business Impact	1 Business day (within 10 hours)
P4 – Minor Business Impact	Next Business Day (within 20 hours)

All URGENT or PRIORITY 1 issues should be logged via the telephone to +44 (0)845 319 2300

Service Availability

- The Biomni Service Management Center will be available 24 x 7 for Priority 1 and 2 incidents / problems.
- The Biomni Service Management Center will be available for Priority 3 and 4 incidents / problems / service requests during the UK Business Day. Outside of these hours, the email or phone call will be logged immediately but processed the next Business day.