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Introduction

This document details the services offered by the support team within the mashme.io organization to a reseller.

The support personnel are distributed to provide first class support to our customers and reseller partners to quickly resolve the few problems that do arise and address issues before they become problems

Objective

The objective of this document is to describe the support processes and additional services offered to resellers.

Audience

The intended audience of this document is resellers and SyncRTC personnel.

Definitions, acronyms and abbreviations

Frequently Asked Questions (FAQs): List of answers to common questions about the different areas of the mashme.io solution

Service Level Agreement (SLA): It is a commitment between the provider (mashme.io and/or reseller partner) and the client.

New Feature Request (NFR): new functionality desired by the client that requires additional development to satisfy as the current implementation cannot achieve such feature.

Knowledge Centric System (KCS): The knowledge focus is to provide mechanisms for building the knowledge base of the company to better apply, share, and manage knowledge resources across various components in the company

Knowledge Base (KB): Central repository of information and data

General Availability (GA): The software is available to all customers



Consulting Systems Engineer (CSE)

Product Overview

The following provides the reader with a brief synopsis to facilitate understanding of the support aspects described in this document.

Room of the Future

A truly immersive video meeting experience. Our Room of the Future offers multiple screens within a high definition video wall, with camera, lighting and audio systems for your video-based education, learning and employee collaboration needs. Use high quality video to host interactive sessions that allow your presenter to engage with remote employees and students all over the world, with minimal latency. Everything is managed and controlled by SyncRTC's mashme.io software. Configuration options may be tailored to suit each customer requirement and use case.

Delegate Room

Designed specifically for meeting rooms and smaller classrooms.

Delegate Room of the Future can accommodate up to 24 users on a single screen in a fixed format layout or 48 users on dual screens.

Servicing the Product

The service process starts with resale customer acceptance of the solution and after the CSE installation acceptance. The service process ends when the subscription has finished.

Onboarding of a Customer

The installation of the specific equipment required will be carried out by a local business partner with the collaboration and supervision of a mashme CSE.

Upon completion, the reseller partner will provide the installation project documentation and the CSE will document the installation specifications (technical



specs and line diagram) internally making it available to support engineers as reference when working with the customer/partner.

Entitlements for All Customers

Web site-based self support

Web site-based self-help support for mashme.io is available to customers on a 24 x 7 basis at URL <https://help.mashme.io>

Website support includes:

- FAQs and trouble isolation procedures related to mashme.io
- Access to the mashme.io Status Page, which informs about outages, system metrics, and planned maintenance
- User Guide information (Sign in required)
- Ability to raise and update tickets (Sign in required)

Reseller can access the information navigating through the different sections of the portal or searching on a specific keyword.

The support team creates articles covering the hardware and software troubleshooting as well as solutions for those problems that have been reported.

Hardware Maintenance

The hardware support and maintenance will be responsibility of the reseller and it would be subject to the agreed SLAs in the contract with the resale customer.

The hardware maintenance should include:

- Preventive maintenance
- Corrective maintenance
- Evolutive maintenance

The reseller has the option to offer advanced replacement parts, where the customer receives a replacement of the specific equipment while it is repaired.

The following areas should be covered:

Audio



All Audio hardware and associated firmware & software

- Microphones Rx & Tx
- Sound Mixer
- Amplifier and speaker

Video

All Video hardware and associated firmware & software

- Videowall (Screens and cabling)
- Datapath Fx4s and Wall Designer configuration
- Video Signal converters and extensors

Networking

All Networking hardware and associated firmware

- Ethernet Router
- Installed Switch
- Access Points
- Any Session Border Controller or Firewall installed

Computing

All Computing hardware and associated Operating System updates

- Main server
- Surface Pro/ Studio
- Auxiliary computer
- Tracking nucs

The partner is responsible of the following:

- Any failure caused by a defective device, cable or connector
- Hardware repairs and/or replacement
- Windows updates on server, tracking nuc and surface
- Any firmware upgrade recommended by the hardware manufacturer
- Configuration of the video wall in the event of a deconfiguration
- Monitor malfunction (restarts, flashes....)



Software Maintenance Support Offer

Mashme.io support team provides Level 2 remote software support for issues encountered while using the platform correctly.

Support Scope

These are the areas covered by support:

- Installation problems
- Issues encountered while using the product
- Configuration errors
- Product troubleshooting and diagnosis

Support will not be provided for the following areas:

- Network troubleshooting
- Modified hardware installations without previous agreement from mashme
- Undocumented features or functionality
- Any issue caused by misuse of the product
- Take part in customer's demos

During the onboarding of a new customer, and after the initial training has been completed, it is possible to add a support engineer in the first sessions (max. 10 hours) to assist with the session and provide advice to the presenter and participants.

Support Team Official Working Hours

EMEA Monday - Friday 09:00 - 17:00 CET

NAR Monday - Friday 10:00 - 20:00 EST

Remote Software Support

The support team uses Teamviewer to connect to any of the computers that are part of the solution, which allows the engineer to troubleshoot and resolve most problems remotely.



The access is unattended but the engineer will always contact the customers if a maintenance window is required and will make sure that the support activities do not interfere with the normal use of the solution.

Software Patches and Upgrades

The mashme.io solution is cloud based and the deployments will not need any onsite intervention. Customers will be notified in advance of when any deployments are carried out as well as notified of what the new version/deployment contains via the release notes.

On occasion, these new versions will require for the software installed in the local machines to be upgraded to match the ones recommended by the mashme.io product house and/or the hardware manufacturer.

The updates could be related to:

- Chrome version
- Computer related (BIOS, drivers, Windows update)
- Room launching related software (ChromeDriver, Selenium, Java)
- Display controller software

Support Level Categorization

Depending on the issue reported different levels of support would be associated.

L1 Support : First level support offered by reseller. Where applicable, the reseller will be providing first level support via chat, where they can have access to the most common solution and troubleshooting articles.

Resellers will go through a comprehensive training to understand the platform, existing features and user interface, in order to provide better support to customers.

L2 Support: Second level support reachable via chat, web and email.

The reseller can engage support via the chat available in the HelpPortal and Landing page for quick queries and guidance for troubleshooting or information gathering on a specific issue.

If the issue cannot be resolved by the reseller and further investigation is required a new support ticket should be created and assigned to support engineer specialists.



When the debugging information is complete, the reseller should create a support ticket either via email or the web.

Upon reception of the ticket, the support engineer will assess the ticket and set the priority of the issues mentioned as per SLA.

Urgent escalations will be directed to a specialist as soon as it is reported or identified.

The support engineer will provide a workaround if possible and escalate the issue to the next level if necessary.

L3 Support: If the issue is special or sensitive that needs immediate attention or if after further investigation is determined that the issue needs intervention of the devops/engineering team.

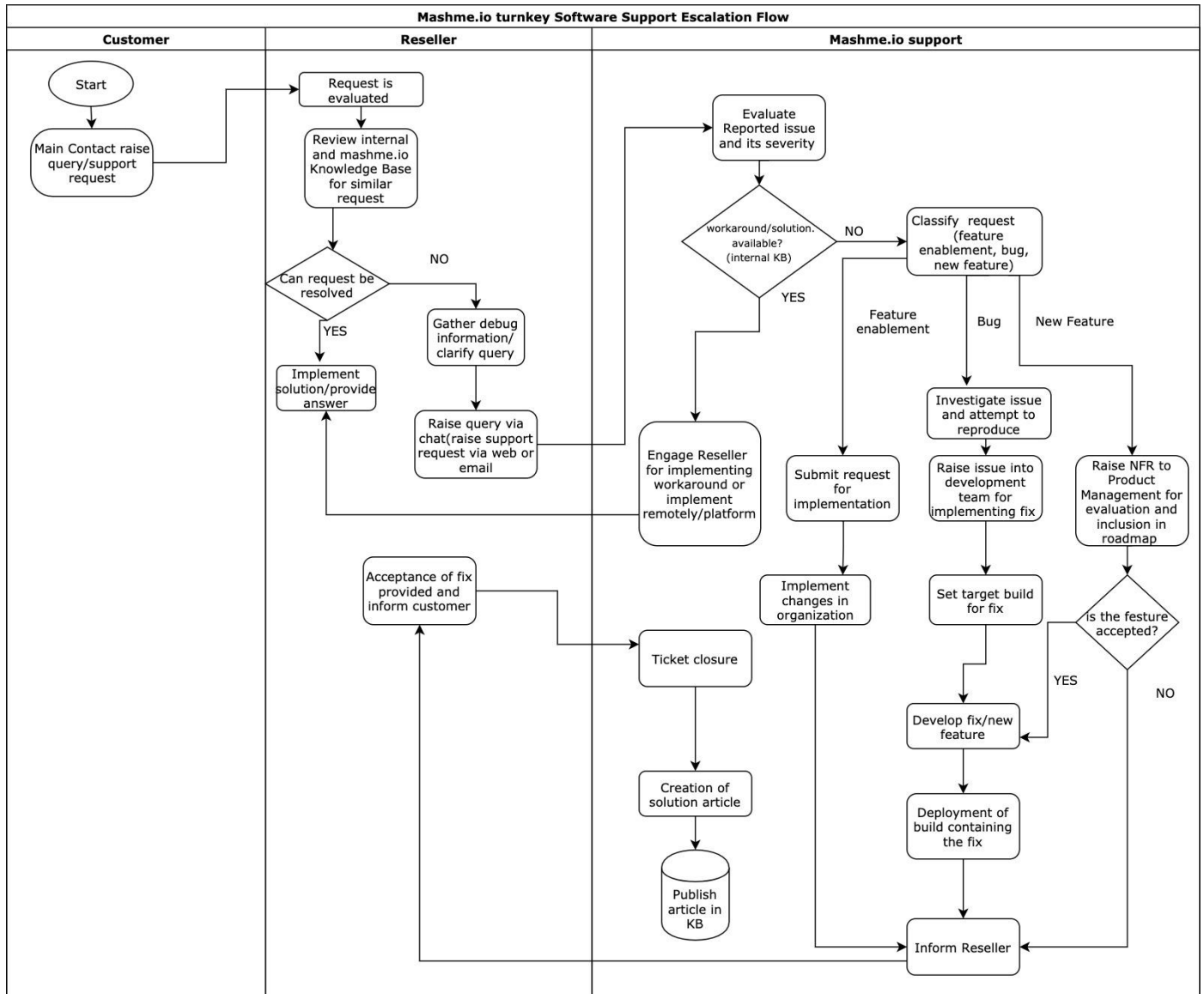
This team is part of the product house and will determine if the issue can be resolved by changes in the organization or if development is required.

If development is required, they would engage with the product team and additional cost may be incurred.

Escalation Support Process

Software support

The following diagram depicts the software escalation plan:





Events criticality classification

All requests are classified to provide a timely response in adherence with the existing Service Level Agreement.

For a full description on existing SLAs, please refer to:
<https://mashme.io/docs/guides/en/software-sla/>