

Unify OpenScape Software Support (co-delivery)

Enhancing your
customer support
services with vendor
support and software
license upgrade
entitlement



Trusted partner for your Digital Journey

Atos

Atos Unify OpenScape Software Support delivers foundational support together with software license upgrades in a single offer that's easy to buy, manage and renew, helping customers stay current and protected. Atos Partners can resell OpenScape Software Support together with their own services to form a complete customer offer.

Co-delivery allows Partners with Master and Professional specializations to leverage Atos's support capability together with their own service offering to provide their customers with the assurance that comes with vendor backed support.

OpenScape Software Support comprises

- Access to the Atos Partner Portal and web tools
- Partner Desk
- Web Access for 2nd & 3rd Level Support
- Expert Assistance Hotline¹
- Software patches
- Software upgrade entitlement
- Remote Service Platform (RSP)²

OpenScape Software Support (co-delivery) is tailored for

Atos Partners (with Master or Professional specialization in the appropriate areas) providing support in combination with their own services to the end customer or Resellers.

- **Distribution & 1st Tier Partners**
OpenScape Software Support is a required minimum service offering for the defined products covered. Without Software Support only warranty entitlement is available.
- **Resellers purchasing** via a Distributor may accept the rights to use Openscape Software Support if delegation is offered by the Distributor beforehand.

Service description

Self-Services

Partners get 24x7 access to the Atos UCC Partner Portal which provides:

- An Atos UCC support knowledge database
- A software download center for software patches and minor releases
- A ticket management portal to:
 - create and track tickets
 - review ticket history
- A Service Contract Portal to:
 - review service contracts
 - identify and process contracts for renewal
 - delegation of service rights

Partner Desk

The Partner Desk is responsible for the management and co-ordination of service requests. Support includes:

- Handling of Partner Incident Reports and/or Service Requests via the Partner Portal
- Entitlement verification
- Service request acknowledgement
- Manage and co-ordinate incident support
- Keeping the originator of the incident and/or Service Request informed via Partner Portal or e-mail.

Expert Assistance Hotline

Provides Level 2 support for ad hoc incidents and manages escalations to Level 3 where necessary, following ITIL®3 based processes. Service Hours: 8 x 5

Software Upgrades

Software license upgrade entitlement is included in the program. Atos provides tools to Partners to download and install all new software version releases for products covered by Software Support.

Remote Service Platform

Remote Service Platform provides secure remote access to customer systems exclusively to the partner, through a technology service hosted by Atos. This is an optional offering for products with minimum services and other products.

¹Applies to dedicated Products only

²Optional for Minimum Services Products. Included for Inclusive Services Products.

Product coverage

Inclusive Services Products

- Atos Unify OpenScape Business (includes Expert Assistance Hotline and Remote Service Platform)

Minimum Services Products With Expert Assistance Hotline

Includes the following

- Atos Unify OpenScape 4000 (incl. Softgate, Access 500i/a, RG8350a)
- Atos Unify OpenScape Voice
- Atos Unify OpenScape Xpressions
- Atos Unify OpenScape Contact Center Enterprise
- Atos Unify OpenScape Contact Center Extension
- Atos Unify OpenScape Enterprise Express
- Atos Unify OpenScape UC Application

Without Expert Assistance Hotline

Includes the following

- Atos Unify OpenScape Fault Management
- Atos Unify OpenScape 4000 Manager
- Display Telephone Book (DTB)
- Atos Unify OpenScape Cordless IP Server
- Atos Unify OpenScape Accounting
- Atos Unify OpenScape Web Collaboration
- Atos Unify OpenScape Xpert
- Atos Unify OpenScape Branch
- Atos Unify OpenScape Personal Edition
- Atos Unify OpenScape SBC
- Atos Unify OpenScape Common Management Platform
- Atos Unify OpenScape E/A Cockpit
- Atos Unify OpenScape Identity Lifecycle Assistant
- Atos Unify OpenScape Deployment Service
- Atos Unify OpenScape Contact Center Agile

All products must be maintained at a currently supported Software Release to maintain their entitlement to Software Support. Please refer to the Atos Unify Partner portal for the latest product coverage status and supported versions.

Service level

Technology Support

Response Service Level Agreement

- Priority 1 Tickets (24 x 7) - 1 hour
- Priority 2 Tickets (8 x 5) - 2 hours
- Priority 3 Tickets (8 x 5) - 8 hours

Service prerequisites

- For Minimum Service products the partner must have Professional or Master Specialization in the appropriate area in accordance with the Atos Unify Partner Program
- For Inclusive Services products, the partner must have Professional or Master Specialization.
- Product must be a supported software version (see Supported Products table)

Service Features at a Glance

| Products Covered | OS Business | Large Enterprise Product |
|---------------------------|-----------------------------|---------------------------|
| Partner Portal | X | X |
| Partner Desk | X | X |
| 1st Level Support | Partner Responsibility | Partner Responsibility |
| 2nd Level Support | X | X |
| 3rd Level Support | X | X |
| Expert Assistance Hotline | X | X (see note 1) |
| SW Upgrade Entitlement | X | X |
| Remote Service Platform | X | |
| Product Category | Inclusive Services Products | Minimum Services Products |

Note 1: The Expert Assistance Hotline is available for dedicated products within this product category. Details are provided in product categories and assigned products available at the Partner Portal
Note 2: Other products are covered under existing support plans until further notice

About Atos

Atos is a global leader in digital transformation with 110,000 employees in 73 countries and annual revenue of € 12 billion. European number one in Cloud, Cybersecurity and High-Performance Computing, the Group provides end-to-end Orchestrated Hybrid Cloud, Big Data, Business Applications and Digital Workplace solutions. The Group is the Worldwide Information Technology Partner for the Olympic & Paralympic Games and operates under the brands Atos, Atos|Syntel, and Unify. Atos is a SE (Societas Europaea), listed on the CAC40 Paris stock index.

The purpose of Atos is to help design the future of the information space. Its expertise and services support the development of knowledge, education and research in a multicultural approach and contribute to the development of scientific and technological excellence. Across the world, the Group enables its customers and employees, and members of societies at large to live, work and develop sustainably, in a safe and secure information space.

Find out more about us

atos.net

atos.net/career

Let's start a discussion together



For more information visit: unify.com and contact your Channel Account Manager

Atos, the Atos logo, Atos|Syntel, and Unify are registered trademarks of the Atos group. July 2020. © 2020 Atos. Confidential information owned by Atos, to be used by the recipient only. This document, or any part of it, may not be reproduced, copied, circulated and/or distributed nor quoted without prior written approval from Atos.