

Zeus Technical Support Services

Zeus offers a range of support packages for its software and appliance products.

	Standard	Premium	Enterprise
Email Access	Yes	Yes	Yes
Telephone Access	Critical Queries	Yes	Yes
Priority Response	No	Yes	Yes
24x7 Support	No	Yes	Yes
Software Maintenance	Yes	Yes	Yes
Named Contacts	2	6	Unlimited
Hardware support	Next Business Day	4-Hour	Subject to Contract

Normal support hours are 8am to 12 midnight UK time, Monday to Friday, excluding UK Public Holidays. Premium and Enterprise support customers can use their dedicated 24x7 telephone support hotline to raise critical queries at any time.

Bespoke Enterprise support contracts are prepared for customers who have particular support needs, such as dedicated account management and support engineers, on-site support or coverage for large deployments of Zeus products.

Hardware support covers ZXTM appliances based on Sun Fire servers from Sun Microsystems. Zeus will hold appropriate support cover with Sun Microsystems on behalf of each customer, and will refer support cases to Sun Microsystems as required.

Technical Support Procedures

Incoming technical support queries are accepted and initially assessed by Zeus' first line technical support engineers. Queries are categorized and escalated to 2nd line support as follows:

Evaluator support queries	Escalation within 7 days
Standard-level support issues (non-critical)	Escalation within 7 days
Standard-level support issues (critical)	Escalation within 24 hours
Premium and Enterprise-level (non-critical)	Escalation within 24 hours
Premium and Enterprise-level (critical)	Immediate escalation

Support Query Prioritization

A critical support query is one that is escalated due to a severe or total loss of service.

Zeus' Technical Support team is managed and resourced by Zeus' Head of Systems Engineering. In the event that Head of SE is unavailable, Zeus' VP Engineering has direct responsibility.

Premium and Enterprise-level Critical Support Cases

Premium and Enterprise-level critical support cases are immediately raised to Zeus' second line technical support for information gathering and investigation. Zeus' Head of Systems Engineering monitors the situation until a satisfactory resolution is achieved.

Other Support Cases

All other support cases are first managed by Zeus' 1st line technical support engineers. They conduct an initial support assessment by gathering case information and offering a solution if one is known. If a solution is not known, the issue is escalated to Zeus' 2nd line support:

- Premium and Enterprise-level cases are raised within 24 hours of completion of the initial support assessment (normal support hours)
- Standard-level critical cases are raised within 24 hours of completion of the initial support assessment (normal support hours)
- Lower-priority cases are raised less rapidly

2nd line and Development Technical Support

Zeus' 2nd line Technical Support team consists of technical support engineers and consultants with considerable experience of Zeus products and customer deployments. The 2nd line support team work with the customer to diagnose and resolve the problem, replicating it in Zeus' test labs if necessary.

This team work in close proximity to Zeus' development team in Zeus' Cambridge headquarters. They have direct and immediate access for advice and clarifications on the correct operation of Zeus' products.

In the event that the 2nd line support team identify a suspected product defect, or if the expertise of the development team is required, the support case will be escalated to Zeus' Development Team for further investigation. Zeus' Head of Systems Engineering monitors the situation until a satisfactory resolution is achieved.

Out-of-hours Critical Cases

Premium and Enterprise-level support customers have a dedicated 24/7 support access to raise critical queries at any time. Members of Zeus' support team are on duty on a 24/7 basis.

Out-of-hours cases are handled identically to in-hours Premium and Enterprise-level critical cases. Cases are escalated to 2nd line support immediately once the critical nature of the support case has been confirmed.

7-day Support Case Resolution

Zeus' goal is to close all support cases to the customer's satisfaction within 7 working days. If a case is not closed within this period, it is automatically raised to the Head of Systems Engineering's attention for review.

Customer-Initiated Escalations

At any point, a customer may request that a support case be escalated to the 2nd line support team and be handled with higher priority. Such requests should be made through the customer's Account Manager.

In the unlikely event of a dispute or unsatisfactory service, the customer should contact their Account Manager for case escalation to Head of Systems Engineering in order to progress their case to a satisfactory conclusion.

