

AppSense Gold Support

AppSense[®]

You are the technology



Gold Support overview

AppSense Subscriptions and Support Program

The AppSense Subscription and Support Program provides its members with the opportunity to benefit from the latest product releases, service packs, upgrades and technical support directly from AppSense ensuring that your AppSense solution is completely up to date and delivering the benefits you would expect from a best-in-class software solution.

Membership of the program guarantees you remain up-to-date with the latest product functionality, whilst allowing you to log issues directly with the AppSense Technical Support Team to access technical expertise in order to resolve technical queries promptly and effectively. Regardless of whether you are a small, medium or large enterprise the AppSense Subscription and Support Program delivers a professional level of support and service to ensure that you take full advantage of the investment you have made in AppSense. The following pages outline your level of support, the processes involved in logging support requests, response times and further information on additional services available from AppSense.

Gold Support offering

AppSense's Gold Support offering is AppSense's standard enterprise customer support contract, providing 24x7 support for all of AppSense's products. It includes software subscription, technical hotline support and access to the myAppSense portal.

AppSense Gold Support provides telephone and email support direct from AppSense, alongside access to our extensive online support resources at **www.appsense.com/support**.

Gold Support feature summary



Gold Support is one of a number of direct support offerings AppSense makes available to its customers. Silver and Platinum Support are also available for clients customers different needs.

	Silver	Gold	Platinum
Online support: www.myAppSense.com			
AppSense knowledge base	Yes	Yes	Yes
AppSense documentation	Yes	Yes	Yes
Telephone & email support			
Standard business hours	9 x 5	24 x 7	24 x 7
Targeted response	4 hours	1 hour	30 mins
Named key contacts	6	10	Unlimited
Support technical service manager <ul style="list-style-type: none"> ■ Case incident analysis ■ Supportability reviews Critical business response	No	No	Yes
Accelerated escalation	No	No	Yes
Product support readiness and awareness	No	No	Yes
Product support readiness and awareness events	No	No	Yes

Gold Support description

Technical Hotline Support

AppSense is dedicated to providing high quality technical expertise and customer care, ensuring that all its products are both efficiently and effectively installed and supported throughout the lifecycle. AppSense Technical Hotline Support (THS) packages allow AppSense customers to troubleshoot specific issues through the use of the AppSense Knowledge Base and online web pages, and be provided with a range of diagnostics from its support staff to resolve technical queries promptly and effectively.

Contacting Technical Support

In order to help you find the information and support you require in a timely and effective manner AppSense Technical Support is available from a number of direct and self-service contact points:

Option 1 - Online Web Pages¹: Available to all AppSense customers including fully searchable knowledge base articles and frequently asked questions that are updated periodically in line with software upgrades and enhancements. Simply visit www.myAppSense.com

Option 2 - Email: support@AppSense.com

Option 3 - Telephone: see table below

Country	Telephone number
UK	0845 839 9075
USA, South America and Canada	866 APPSENSE
Germany, Austria and Switzerland	0800 0007 290
Australasia	1800 631 386
Worldwide	+44 (0) 845 839 9075

¹Please note the most effective and efficient way to log P1 and P2 issues is via the telephone. All incidents logged via self-service portal (including email) are automatically assigned a priority 3 until this has been investigated by AppSense Technical Support.

Gold Support description



Software subscription

Software subscription includes the right to use the latest versions of the software thereby future proofing the solution.

Software subscription includes:

- Major releases - Extensive feature enhancement
- Minor releases - Small feature enhancements
- Service Packs - Bug Fixes

You will be notified by email of all major releases at the time of availability. Notification will be sent to the email address to which the original licenses were sent.

Obtaining product version upgrades

The latest versions can be downloaded at www.myAppSense.com - upgrades are available to customers with a current AppSense Software subscription package.

Software subscriptions - Key features

- Hot fixes
- Service packs
- Latest product developments
- New version releases
- One major and minor upgrade per year (typical)
- Personal online subscriptions account available 24/7 @ www.myAppSense.com
- Advance exposure to the latest AppSense products and technologies
- Invitation to AppSense Beta Program (available to select customers)

myAppSense.com

myAppSense is a web based portal for customers and partners which provides the ability to troubleshoot problems before calling AppSense THS. It offers users an extensive array of knowledge based articles with a search functionality to enable instant feedback and assistance with resolving issues; you can enter details of symptoms, possible cause(s) and solution or solution status. myAppSense also contains essential documentation, licensing information, tools and an incident logging & update facility against the support contract.

myAppSense.com - Key features

- Support section to log support calls online and keep track of incident numbers, call notes and log dates.
- A store for all licenses, license keys and certificates²
- A store for all current myAppSense.com account users
- Current and previous versions - only those currently supported by the AppSense software, newest patches and service packs for download (subject to software subscription and license purchase)
- Current documentation:
 - Installation guides
 - Getting started guides
 - Technical guides
 - Upgrade guides
 - Deployment guides
 - Release notes
- A configuration centre storing optional pre-written configurations to help set up and configure AppSense software

Product updates

Fixes and patches may be made available through the following methods:

- Email from a support engineer
- FTP site (password protected)
- www.myAppSense.com

²myAppSense.com super users have visibility of all licenses held by the customer or partner. Other myAppSense.com users have visibility of licenses assigned to them only. The licenses are assigned to Primary Technical Contacts, so please ensure the correct Primary Technical Contact details are provided to AppSense.

Gold Support description

Management escalation

AppSense is committed to delivering high quality products and technical support services to our customers and partners. If at any point you are dissatisfied with the quality or level of service that you are receiving from AppSense support then you should request that the incident be escalated.

Customer satisfaction surveys

Customer feedback is the only way to measure how well we are meeting expectations. Customer satisfaction surveys give the opportunity to provide AppSense with valuable information to help improve customer and evolve our support offerings so that they match customer needs.

After a support request is closed (and it has been at least 4 weeks since you last received a survey invitation), customers may be invited to email to complete a short survey about their support experience.

Client relationship team

The AppSense Client Relationship Team assists customers, partners and prospects who require help resolving queries regarding their AppSense account, product licensing, or support contract. The responsibilities of the team include but are not limited to:

- General accounting queries to support incident follow-up questions or enquiries
- Modifying technical nominated contact associated to support contracts
- Answering questions on license upgrade and downgrade questions
- Maintaining the Customer Environment Profile to aid case incidents

Client relationship team contact details:

Telephone: +44 (0) 845 839 9085

Email: customerservices@AppSense.com

Outside UK/International: please dial your Country origin number (see table page 5)

(GMT) time zone: Monday to Friday, 09.00am - 17.30pm standard business working hours

About AppSense

We are the leading provider of user virtualization technology to enterprise organizations. User virtualization is a way of managing user-specific information independent of the desktop, and applying this information into any desktop (local install, virtualized, published, streamed etc) on-demand. This enables IT to standardize the desktop build, automate desktop and application delivery, and migrate users to new desktops – all while ensuring the user experience is seamless, personal, predictable and easily manageable.