

Premium Service Handbook



Engineering the **world's best** visual solutions


DATA PATH
EXCELLENCE BY DESIGN

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PREMIUM SERVICE PACKAGE

Datapath is committed to delivering exceptional service. We work closely with our customers to ensure the successful deployment and use of our solutions. We continually review and improve our practices to deliver a service that exceeds your needs.

Our dedicated support teams share a combined 50+ years of experience and maintain expert knowledge on all Datapath Products and related technologies. Our Premium Service Package is available for all VSN and iolite video wall controllers, x-Series multi-display controllers, and WallControl 10 software.

DATAPATH'S CUSTOMER PORTAL

The customer portal is one of the interfaces between customers and the Datapath support team. It is available 24 hours a day, seven days a week, 365 days a year, and provides a quick and easy way to log your support case and a central point of contact for assistance with your queries.

To login or register for the support portal please use the following link: <https://support.datapath.co.uk>

The Customer Portal contains a wealth of information on the Datapath solutions you use, including useful hints and tips about your system. It is continually evolving and is designed to simplify and accelerate the process of raising support cases.

CASE CREATION AND MANAGEMENT

The portal is the quickest method to create new cases, as well as being the only place to see and manage all of your existing cases. When raising cases via the portal, you have the ability to select either an **Incident, Service Request** or **Change Request**. This case then routes directly through to your support team who may reassign the case type to ensure that cases receive the appropriate concentration. For explanations of the tickets you can log please see page 8.

On the portal you can determine the priority level with the exception of Priority 1 cases which should be logged via the phone. Similarly to case types, our support teams may review the priority of the case once logged. For details regarding priority levels please review our Priority Levels and SLA on page 8.

KNOWLEDGE BASE

Our extensive knowledge base provides a centralised point of product information: from how-to guides to FAQ's, these articles cover key information, commonly asked queries and features related to our software and is continually growing to serve you as quickly as possible. You can use the portal to instantly access the newest releases, latest patches and downloads, with all related release notes. You don't need to log a case, this is all up-to-date and available for you to access.

ADDITIONAL SELF-HELP RESOURCES

Beyond the resources available on the portal, our software has built-in help files which replace traditional “User Manuals”. Some have search functionalities to help assist you with your queries, which can facilitate a quick turnaround by providing detailed information on a specific area of the software.

BEFORE YOU CONTACT US

There are several steps you can take to help our support teams resolve your issue as quickly as possible. Where possible, please try recreating the issue and determine any contributing factors so you will be able to let our support professionals know the business scenario and impact. In most cases, our teams will need to recreate the issue themselves before they are able to resolve it. Providing this information will assist in reaching a swift resolution to the incident.

Where appropriate, please explore with your Super User or Systems Integrator before contacting Datapath to raise a support request.

CONTACT THE SUPPORT TEAM

There are a number of options available to you when contacting our support teams which are detailed below:

Customer Portal - For an overview of all key portal features please refer to [Customer Portal](#).

Email - You can email our support team on support@datapath.co.uk, be sure to include as much information as possible.

Phone - You can call our dedicated premium service lines to speak directly with one of our experienced professionals. The direct 24/5 number is provided on your Premium Service Certificate.

When you log an incident with support, please ensure that you have your System Serial Number to hand so that we can ensure the system is registered for Premium Service.

SPEED UP THE RESOLUTION PROCESS

When contacting the support teams providing the following information (where applicable) can expedite the process of reaching a resolution:

- Your organisation name together with your name and contact details System Serial Number
- Detailed description of your problem including effected inputs or outputs
- Software and Driver version information
- The impact to the end customer
- The Case Reference Number (if calling regarding an existing case)
- Whether the issue is reproducible, with corresponding steps to recreate

STANDARD AND PREMIUM SERVICE LEVELS

Premium Service is available for all Datapath VSN and iolite video wall controllers, x-Series multi-display controllers, and WallControl 10 software.

Standard service is provided free of charge and is limited in its availability as per the table below.

	Standard	Premium	Premium 5 Year Service Plus
Product Support	3 months	Yes	Yes
Support Hours	Office hours only	24/5	24/5
Support Access	Email & Web	Email, Web & Phone	Email, Web & Phone
Remote Support	No	Yes	Yes
Service Level Agreement	No	Yes	Yes
Response Time	48 Hours	<u>See SLA</u>	<u>See SLA</u>
Advanced Swap Out	No	Yes	Yes
RMA Turnaround	10 Working Days	1 Working Day*	1 Working Day*
Hardware Warranty	3 Years	3 Years	5 Years
Bug Fix Software Releases	12 Months	Yes	Yes

* 24 hours turn around during normal business hours.

PRIORITY LEVELS AND SLA'S

Datapath support cases will have different priorities based upon the impact to the end customer each priority has a different response and resolution times. It is also possible for the priority level to change over the course of an incident meaning that response and resolution times can also be modified as work progresses. Datapath will assign and assess the priority level based upon the information provided and the log files gathered to ensure these remain up to date and accurate.

Priorities are defined in the following way: -

Priority One – This is where through normal system usage, a previously configured and correctly working system becomes completely unusable. This includes, but is not limited to, things such as all video outputs unavailable or not responding, complete system lockup with keyboard and mouse not responding, system unable to get into MS Windows operating system or any other issue that renders the full solution unusable. Please note that any problems caused by customer misuse or deliberate damage will fall outside of any SLA's agreed.

Instances where priority one cases are suspected should be raised with Datapath via phone so that we can ensure issues are treated accordingly.

Priority Two – This is where through normal system usage, a previously configured and correctly working system becomes severely impaired. This includes, but is not limited to, things such as multiple outputs not displaying content, more than one input being unusable or not recognizing individual sources, software freezes or disconnections on a regular basis making the system unusable over a set period of time or systems powering down automatically after extended periods of time. Please note that any problems caused by customer misuse or deliberate damage will fall outside of any SLA's agreed.

Priority Three – This includes minor system issues, this could include but is not limited to, incorrect help file information, software bugs causing minimal impact upon system usage, driver or firmware issues resulting in occasional loss of signal resolved by manual intervention or any other minor temporary visual impairment.

Priority Four - These would be primarily focused on instances where requested functionality or improvements were deemed as feature requests outside of the original intended working behavior of the Datapath systems. This could include asking for additional functionality on existing products and systems, improving the flow or user interface on software and any other suggestion that Datapath deems outside of the current intended use cases for their products.

SLA AND TIMESCALES

Priority	Description	Initial Response (within 24/5)	Workaround	Full Fix
1	Previously configured and working system is down and completely unusable	4 hours for direct non-automated response Priority 1 cases should be raised directly with a support engineer by phone	12 hours	48 hours
2	Previously configured and working system is severely impaired but still usable	8 hours for direct non-automated response	48 hours	96 hours
3	Minor system issue	24 hours	72 hours	Next service release
4	Feature request or requested improvement	48 hours	N/A	Considered for inclusion on product roadmap

INITIAL RESPONSE

When raising a case with Datapath support, we recommend that for Priority One suspected cases using the Datapath Premium Service phone number is the fastest way to raise the case, from there one of our agents will be able to collect all of your contact information, including your system serial number and assess the priority of your issue.

Once the case has been raised you will be contacted by one of our second line support technicians to begin trouble shooting within the relevant SLA time scale depending on your issue severity. Please be aware that this contact could take the form of a phone call or email and may include a request for additional logs and information regarding the issue to ensure we are working with the correct information to allow us to diagnose your issue.

Once we have the relevant information and have managed to collect any logs that allow us to understand the problem fully, we will begin working with suggestions on how to initially work around this issue.

WORKAROUND

The SLA relating to workarounds will apply from the time the initial call is placed to Datapath Support and will be met with best effort level support to work with you to get the system back to it's fully operational state.

A workaround could be a clean reboot of the system that brings everything back up, if this is the case and the system is now working correctly Datapath will continue to work with you to understand the root cause for this issue however this would now become a priority three instead of priority one issue and SLA's will be adjusted accordingly.

Other work arounds may include removing or disabling specific hardware to get the system partially functional, in which case this could change the priority from one to two allowing you to continue to work while we attempt to fully resolve the issue.

In extreme cases it may well be that we ask you to perform a factory reset upon the system using the Datapath provided recovery processes. In the unlikely event that this does occur Datapath are not responsible for any backups of software or configuration of the system once the recovery is complete. However, we will endeavour to assist as best we can with ensuring the system is fully operational again.

If in the unlikely event that we determine a hardware component has failed and an Advance Swap Out (ASO) has been arranged we will follow our ASO process and ship out the relevant part within the next 24 hours. Please be aware that depending on location and shipping arrangements there may be factors outside of Datapath's control and the SLA surrounding workaround or fixes may be placed on hold until the hardware arrives.

FULL FIX

The full fix time scale represents the amount of time taken to get the system from its current state back to a fully operational state. This fix can include a full factory reset of any devices or systems, along with the swap out of any defective hardware that has been detected. As above should hardware be required it will be shipped within 24 hours of identifying this and then will be subject to local shipping and delivery timescales which Datapath cannot be held responsible for.

Appropriate tracking numbers can be provided to monitor these deliveries.

Once the system is functional again and no longer a priority one or two, Datapath will begin looking towards the root cause of the issue in order to ensure that any appropriate software or hardware changes can be taken into account and may well be rolled into a future patch as required. However, the main focus will always be getting the system back up and running as soon as possible.

SLA TIMEFRAMES

SLA timescales are also only included within the times set out by the Premium Service terms i.e. 00:00 Monday to 23:59 Friday.

HOW TO ESCALATE AN INCIDENT

Datapath support services have internal procedures in place to monitor and internally escalate incidents, but there may still be occasions where you may wish to increase awareness of an incident.

An escalation should be used when you feel that the normal support process is failing to provide an adequate resolution to an incident, and such failure is adversely affecting your business operation.

An escalation can be requested either by contacting one of our support professionals or your Datapath sales representative.

The following table describes the escalation process and appropriate actions at each stage:

Escalation	Escalation Point	Actions
First	Support Team Member/Sales Representative	Review Incident. Develop plan. Implement plan
Second	Team leader/1st Line Support Manager/Sales Representative	Review plan. Review previous escalation; Develop and implement new plan
Third	Support Management	Review Customer situation. Develop and deploy relevant departmental resources
Fourth	Head of Support or Service Delivery Management	Review Customer situation. Develop and deploy relevant company resources

DATA PROTECTION POLICY

We have worked hard towards establishing an efficient data protection compliance framework within our organisation and comply with our obligations towards processing Personal Data.

For details regarding our Privacy Statement please visit the Datapath website:

<https://www.datapath.co.uk/privacy-policy>

PERSONAL IDENTIFIABLE DATA

In order to maintain security and comply with the applicable data protection legislation, when you contact us no information can be taken from you that uniquely identifies an individual beyond what is available in the public domain. For clarity none of the log files or diagnostic data requested by Support from time to time include any Personal Identifiable Data.

REMOTE ACCESS

In some instances, the quickest solution involves Datapath Support having remote access onto your system. If this is required, it is your responsibility to ensure you make Datapath aware of any Remote Access policy you have in place, so the support engineer can comply with that policy. All Datapath employees are bound by a confidentiality agreement in their employment contract. If you require a specific confidentiality agreement putting in place this should be made available prior to the Remote Access session.

Where your policy does not allow Remote Access, Datapath will use reasonable endeavours, to solve the case through telephone and email support. Datapath Support has considerable experience in dealing with support issues in sensitive control room environments, but the lack of Remote Access can cause delay and mean the SLA times cannot be guaranteed.

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