MATRIX CNI | ARUBA PARTNER BRANDED SUPPORT DESCRIPTION

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ADVANCED PARTS REPLACEMENT AND SUPPORT

Matrix CNI Partner Branded Support provides customers with hardware and software services where Matrix CNI is the first port of call for Level 1 and level 2 support. Matrix CNI, as a Platinum HPE Aruba Partner, is the most highly qualified HPE Networking partner in Australia and has the knowledge and experience to cater to customers most stringent support requirements.

Depending on the SLA requirements for the support purchased, Matrix CNI technical resources work remotely and/or onsite with your service resources to help resolve hardware and software problems with HPE products.

In order for us to deliver the required SLA Matrix CNI has access to software updates for selected HPE-supported software products or end-user software license, as allowed by HPE or the original manufacturer software license. In addition, we have electronic access to related product and support information, enabling us to locate commercially available essential information.

The inherent manufacturer's hardware and software product warranty apply.

SERVICE FEATURE HIGHLIGHTS

Coverage window	Access to technical resources	Escalation management	Access to electronic support information and services	Installation Advisory Support
Remote problem diagnosis and support	Replacement parts	Next business day delivery	Software support delivery	License to use software updates	Software product and documentation updates

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SERVICE FEATURE HIGHLIGHTS

Coverage window

The service coverage SLA will be in accordance with the support contract purchased by the customer. E.g. Next Business Day Advance Replacement with 8:30am to 5:00pm, Mon to Fri help desk support. The customer may open a new incident 24x7x365 and response from Matrix CNI will be in accordance with the SLA of the purchased contract.

Access to technical resources

The customer will have access to Matrix CNI technical resources via telephone and email. Where escalation to HPE is required Matrix CNI has direct priority access to HPE support resources for assistance in resolving hardware or software problems that are complex or difficult to reproduce.

Escalation management

Matrix CNI has its own escalation management so that management and HPE escalation pathways are available to us if required. Hewlett Packard Enterprise has established formal escalation procedures to facilitate the resolution of complex incidents. When needed Local Hewlett Packard Enterprise management coordinates incident escalation, enlisting the skills of appropriate HPE resources and/or selected third parties to assist with problem solving.

Access to electronic support information and services

In order for us to provide optimum service to our customers HPE provides Matrix CNI with access to certain service and support tools and documentation, including service notifications and select HPE proprietary service diagnostic tools.

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SERVICE FEATURE HIGHLIGHTS

Installation advisory support

With ample prior notice Matrix CNI can provide on-site or remote advisory support to customers who require advice on proper installation or updating methods if they encounter difficulties. This free service does not include walking the customer through an installation procedure from start to finish. Paid on-site Installation services are available if required. Please contact your Account Manager from Matrix CNI.

Replacement parts

Defective parts will be exchanged for replacement parts for covered HPE products by Matrix CNI. Replacement parts, which are under warranty and/or support contract, provided shall be new or functionally equivalent to new in performance. Replaced parts become the property of Matrix CNI or HPE.

Remote problem diagnosis and support

Once the Customer has opened an incident and Matrix CNI has acknowledged receipt of the incident, Matrix CNI will work, during the coverage window, to assist the Customer in isolating the incident and to remotely troubleshoot, remedy, and resolve it. Matrix CNI may request that the Customer initiate and perform remote diagnostics to access covered products, or Matrix CNI may use other means available to facilitate remote incident resolution, including escalating to HPE where required, who may also require the Customer to initiate and perform remote diagnostics.

Matrix CNI may provide telephone assistance for the installation of firmware and replacement parts during the service coverage window.

Software product and documentation updates

Matrix CNI may provide telephone assistance for the installation of firmware and replacement parts during the service coverage window.

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SERVICE FEATURE HIGHLIGHTS

Next business day delivery

The parts delivery time specifies the time required to deliver the replacement part.

- Next Business Day: Parts will arrive at the Customer's specified location next business day during standard business hours, excluding public holidays.

- The cut off time for next business day delivery despatch is 2:00pm. Matrix CNI need to troubleshoot incidents and acknowledgement of the incident needing parts replacement need to occur by 2:00pm for parts replacement to occur next business day for Metropolitan area.

- For some regional and remote locations (non-metropolitan), the replacement may arrive within 1-3 business days.

Software support delivery

Software support coverage window: Standard business hours, standard business days: Service is available in between 8:30 a.m. and 5:00 p.m. local time, Monday through Friday excluding public holidays

License to use software updates

Matrix CNI is able to distribute software updates to their end-user customers. "Updates" shall mean commercially released patches, enhancements, bug fixes, minor releases, and other incremental software updates released by HPE or end-user software license covered by this service, as allowed by the original HPE or original manufacturer software license terms.

The license terms for the end user shall be as described in the HPE software licensing terms corresponding to the end-user customer's prerequisite underlying software license, or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany such software updates provided under this service.

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SERVICE LIMITATIONS

The following activities are excluded from this service:
- Onsite delivery by Matrix CNI of support, including product installation, installation of replacement parts, or installation of firmware and software updates; the service provides for remote hardware and software technical support only
- Operational testing of applications or troubleshooting of interconnectivity, network, or compatibility problems
- Performance testing or modelling.

SERVICE ELIGIBILITY

Matrix CNI prides itself on always having the highest available certified engineers in order to support customers at our optimum. Matrix CNI guarantees that our engineers, who are engaged in support, are always appropriately qualified/certified to perform their role.

CUSTOMER RESPONSIBILITIES

In order for Matrix CNI to perform the services within the required SLAs the Customer must provide accurate and complete information in a timely manner as reasonably requested.

Upon Matrix CNI's request, the Customer will be required to support Matrix CNI's remote problem resolution efforts.

The Customer will, if requested:
- Start self-tests and install and run other diagnostic tools and programs
- Install customer-installable software and firmware updates and patches
- Run data collection 'scripts' on behalf of Matrix CNI (and HPE if escalated) when they cannot be initiated remotely
- Provide all information necessary for Matrix CNI to deliver timely and professional remote support
- Perform other reasonable activities to help identify or resolve problems, as requested by Matrix CNI (and HPE if escalated).

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