Azure CSP Support

Service Guide

May 2019

Table of Contents

Introduction

The goal of this document is to provide a detailed description about SHI's Azure CSP Support capabilities including how to request support, how escalations are handled, descriptions of our service levels, and an overview of your SHI support team.

Service Offer

Azure CSP Support Services from SHI provides customers support for their Azure infrastructure. Our Basic support package is the foundation of our Cloud service offers enabling customers to purchase their Azure infrastructure from SHI under the Microsoft Cloud Solution Provider program. Purchasing your Azure infrastructure through SHI has many benefits that are included in our Basic service level including:

- Access to our SHI One Cloud Management Platform for supported services
- Net payment terms provided (upon credit approval) through SHI so you're not running your entire business on a credit card (or keep it on a credit card through SHI)
- Access to Azure Partner funding programs
- Cloud adoption support including access to self-service support, webinars, events and references to industry general best practice reference architectures
- Simplified billing enabling simple monthly invoicing with custom bill splitting and chargeback processing
- Access to a wide array of fee based public cloud professional and managed services
- Flexible support options (direct support from SHI with managed escalations back to Microsoft)
- Escalations to Azure engineers, if required, through SHI's Premier Support for Partners Agreement

Service Features

Services	Basic
Simplified Billing & Billing Support SHI can tailor your cloud invoicing process to be aligned to your business requirements. Examples include splitting invoices for chargeback or accounting purpose, consolidating and summarizing invoices.	✔
SHI One Portal Access Access to SHI's Cloud Management Portal, SHI One, which includes visibility and management of cloud support requests and your cloud accounts.	✔
Cloud Adoption Support Resources to help you along your cloud adoption journey – includes onboarding assistance, proactive cost-savings recommendations, best practices, helping your organization understand your cloud bill, and more.	✔
Self-Service Technical Support 24x7 access to documentation, white papers and reference architectures for your cloud platform.	✔
Azure Platform Support (Access to Cloud Support) Phone, email and ticketing access to level one support engineers for technical support for cloud services. Support includes unlimited cases with managed escalation back to the cloud provider as necessary.	✔

Your SHI Support Team

Account Executive

Your account executive:

- Manages the overall relationship between you and SHI
- Ensures all business transactions are of mutual value and conducted according to sound governance practices
- Acts as an escalation point for any potential customer satisfaction opportunities
- Facilitates the procurement of any contracts required (upgrades, replacements, and remediation) that is outside of the scope of the service level of managed services

Cloud Adoption Team

Your cloud adoption team:

- Provides proactive general guidance via standard documentation, white papers and reference architectures for Azure products and services for generalized use cases
- Provides awareness of SHI and partner led events and webinars to help enable your organization with your cloud transformation
- Assists with Reserved Instance purchases and conversions upon customer request
- Responsible for new customer walkthroughs and training related to SHI One Management Portal
- Responsible for new customer walkthroughs of the Azure Console
- Responsible for guiding Basic customers through the onboarding process

Service Desk

Supporting the service desk is a team of certified, highly trained, and experienced cloud engineers who perform remote diagnosis and provide level 1 support for SHI services based upon the agreed service level.

The service desks, located in Somerset, New Jersey and Austin, Texas:

- Provides service interface between you and SHI for all aspects of your service, including receiving, recording, coordinating, and escalating incidents, changes, and requests
- Provide general guidance via standard documentation, white papers and reference architectures upon request
- Work closely with customers to resolve incidents and problems within the agreed service levels.
- Provides a world-class service experience
- Facilitates escalations to the billing and account management teams as necessary
- Acts as the initial point of contact for non-technical account management requests such as adding users, adding accounts, purchasing reserved instances

Escalation Manager

Your Escalation Manager:

- Assists with technical troubleshooting to resolve incidents
- Plays an active role in ensuring that service agreements are met
- Acts as a point of contact for escalations by or for the customer

How to Request Support

Log an incident, change, or request with the service desk using one of the options below.

Option 1: Log a request online
You may log in via the SHI One Management Portal by visiting https://one.shi.com.

Option 2: Log a request by telephone
Call the service desk and refer to the customer instructions (also below).

Option 3: Log a request by email
Email the service desk and refer to the customer instructions (also below). All tickets submitted via email are created as Low priority, please call the service desk to escalate if necessary or submit via the SHI One Management Portal.

Once a record has been created, you'll be provided with a reference ticket number for tracking progress and making further inquiries. The person contacting our service desk must have a suitable knowledge of the service and configuration items to enable us to provide efficient diagnosis, support, and resolution.

Customer Instructions

The service desk will prompt you for the following information. Please ensure you have all relevant details ready:

- Your Organization's Name

- Your Contact Name, Email and Phone Number

For cloud services as well as support and managed services you may be asked to provide the following information:
- Resource name, resource ID, IP address, or account number
- Details of the incident, change, or request
- Urgency and impact of the issue (determines request priority)
- Ticket number (if previously logged)

Contact information
Phone: 1-888-572-9712
Email: SupportServices@shi.com
Self-Service Portal: https://one.shi.com

Request flow
Service requests submitted by the Customer will follow the path outlined below. If a Customer Runbook has not been created for the request or issue, then a Standard Process will be followed. Our Standard Process covers requests for information and basic service troubleshooting.
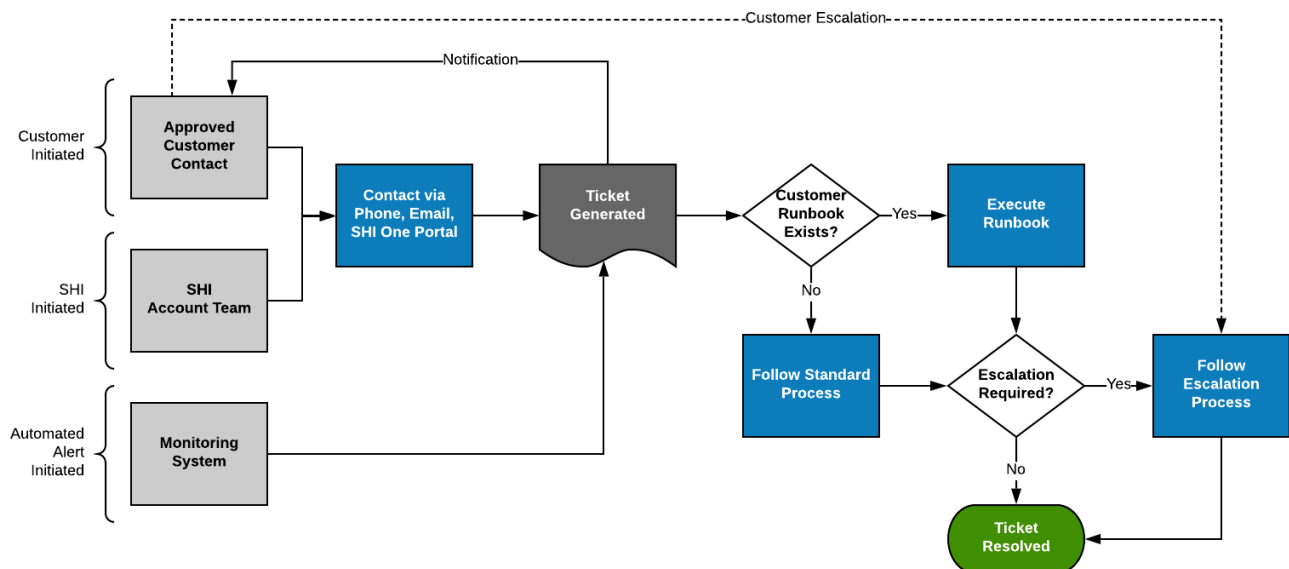
Managing your Service

Important Processes
Onboarding

For SHI to provide the complete set of services available under the selected service level it is critically important that the Onboarding process be performed with precision and detail. The depth of onboarding varies based on service level.

- For Basic Service Level
  o Capture any billing requirements and chargeback rules if necessary
  o Ensure customer understands how to request support and what support is entitled under the current service level
  o Ensure customer understands escalation process
  o Ensure customer can access the SHI One Portal

Request access to the SHI One Management Portal

1. Visit https://one.shi.com

2. Click "Don't have a login? Register an account" or optionally sign in with one of the SSO services supported.
3. Enter your email address and generate a password. Note your email address must match your organization domain and cannot be a public email such as gmail.com or outlook.com. Additionally, if you're the contract owner please use the same email that was used during the initial service onboarding form.
4. Verify your email address by clicking the link in the email you received.
5. Next you must be approved by your account administrator, if you are the account administrator and you receive an approval screen then contact the Service Desk for assistance with configuring your initial account administrator
6. Provide any contact information on your profile as requested.

If you have a Technical Account Manager, they can walk you through this process.

Change your list of approved administrators and users

1. Ask each of your users to request access to the self-service portal using the process described above.
2. As the administrator you will be asked to approve each user as they register for the self-service portal, you may assign them as either a User or an Administrator. Users can later be configured with specific Roles. Administrators have full control over the portal.
3. Your list of users can be managed by visiting https://one.shi.com
4. Click on your initials in the top right and select Organization Settings.
5. Click "User Management".
6. Select the user and modify their role or remove them as needed.

If you have a Technical Account Manager, they can walk you through this process.

SHI Access Requirements

For any service level where the customer is invoicing their Azure infrastructure and services through SHI via the Cloud Solution Provider Program we require the Azure account to be configured in the following way:

- SHI maintain access to the customer's cloud consumption information via the Microsoft Partner Center

Escalations

The escalation process is used to highlight or flag certain issues within SHI to allow the appropriate personnel to respond to these situations and monitor the resolution, ensuring that unresolved problems don't linger, and issues are promptly addressed.

If an issue is not being processed to your satisfaction, call the service desk assigned to your request and follow the instructions below:

1. Provide your organization's name
2. Provide the ticket number
3. Ask to speak to the escalation manager

Escalation levels

The following table provides details around escalation levels and contact points:

Scenarios	Who to Contact	Contact Method
Impending SLA breach: - A logged incident is not progressing to your expectation - No response to customer from assigned resource within the time required - Failure to act on agreed activities - No follow up on a ticket	Escalation Manager	Contact the Service Desk via telephone or email and ask to speak to the Escalation Manager
If you are not satisfied with the results from your escalation you may escalate to your Account Executive during business hours. Generally this includes: - Financial-related issues - Concerns or issues related to the escalation process	Account Executive	Contact your SHI Account Executive directly. If you do not know who your Account Executive is, contact the Service Desk to request that information

Azure Support Escalations

If you are purchasing your Azure through SHI and on our Basic service level as part of the Cloud Solution Provider Program or are leveraging our Professional or Managed service levels, then SHI serves as your sole point of contact for supporting that account. If Microsoft ever needs to be contacted for technical escalations, SHI will do so on your behalf by leveraging our Premier Support for Partners agreement.

Response Times and Service Level Agreements

Below are our standard SLA's for each service level and ticket severity. This SLA is for the initial response and assignment of the ticket and does not guarantee resolution to any incident or ticket within this timeframe.

Service	Basic
Service Desk (Technical Support)	Self-service portal available 24x7
Billing Support	Available: Business hours Low: 8 business hours
Account Management	Available: Business hours Low: 8 business hours

Severity Level	Description
Low	Customer is requesting general guidance such as a "How To" information request or support for a billing issue.
Medium	The situation has minimal business impact. The issue is important but does not have a significant current service or productivity impact for the customer. A user or small number of users are experiencing partial disruption, but an acceptable workaround exists.
High	The service is usable but in an impaired fashion. The situation has moderate business impact and can be dealt with during business hours. A user or small number of users, customer, or service is partially affected.
Critical	One or more services aren't accessible or are unusable. Production, operations, or deployment deadlines are severely affected, or there will be a severe impact on production or profitability. Multiple users or services are affected.

Customer Obligations and Support Service Limitations

1. Customer will provide reasonable cooperation, accurate information and access as requested by the Reseller personnel providing the Support Services ("Services Team") as may be necessary to enable the Services Team to fulfill its responsibilities under these Terms. It is understood and agreed that the failure of Customer to perform any such obligation or responsibility or otherwise to meet such deadline(s) will entitle the Services Team to adjust the onboarding schedule to accommodate the effect of the delay.
2. Customer will identify contact(s) who will serve as the main point(s) of contact for support related interactions with the Services Team.
3. For any Reseller-provided tools, Customer may create an administrative user name(s) and password(s) to create subaccount(s) for its employee user(s) (each with unique login ID(s) and password(s).
4. Customer shall be responsible for the acts or omissions of any person(s) who accesses the Reseller-provided tools using passwords or access procedures provided to or created by Customer.
5. The tools used to provide support will be exclusively of the Services Team's choosing. The Services Team may at any time substitute tools used to provide the Support Services.
6. The following items are to be considered out of scope for all service levels defined in this document and would require a separate statement of work.
   a. Migrations of new workloads into the managed public cloud environment.
   b. Platform migrations between Infrastructure as a Service and Platform as a Service.
   c. Modifications of infrastructure that fundamentally modify the architecture of the applications.

d. Major version upgrades of Operating Systems and Databases.
e. Infrastructure, management and support for VDI based solutions.

Support Assumptions

1. Customer will provide a contact for IT-related interactions with Services Team for any IT-related support activities or projects for the Services.
2. Customer and the Services Team will jointly monitor the scope, objectives and timeline associated with the Activation of the selected level of support.
3. Support Services Activation will be performed during normal business hours: Monday-Friday, 8:30am-5:30 pm EST, not including SHI holidays.
4. Any delay in Customer's timely completion of its obligations under this Agreement may result in an extension of the original timeframe for the Support Services.
5. Customer will provide all Support Services Activation feedback within two business days following receipt; otherwise the Support Activation will be considered approved.

Security and Compliance Disclaimers

Customer agrees that the scope of the Support Services:
1. does not require Customer to have direct access to the Services Team systems or data.
2. does not fall under Payment Card Industry Data Security Standard (PCI-DSS) compliance, Customer has appropriate security controls in place to prevent such access by the Services Team.
3. does not fall under Health Insurance Portability and Accountability Act (HIPAA) compliance, Customer has appropriate security controls in place to prevent such access by the Services Team.

Important Links

Cloud Service Agreement

Find more information about our cloud services, including the service description, legal content, acceptable use policy, third party software terms, minimum requirements, and more.

View details

SHI One Management Portal

The service portal enables approved users to log and track service requests as well as interact with many self-service capabilities related to the service.

Visit portal