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SUPPORT PACKAGES:

Silver Plus Coverage Hours: Local business hours (9:00 –6:00), 5 days a week, Monday–Friday. **Gold Plus Coverage Hours:** 24 hours per day, 5 days a week, Monday–Friday.

VIDYO RESPONSIBILITIES:

- Provide **Tier 1 Service Desk Training** to enable system administration & service desk management.
- Provide **Tier 2+ Service Desk Services** with the following **Service Level Agreement** for all tickets:

Phone Service Request: Response within 2 hours. Recommended for emergency service.

Vidyo Help Center Request: Response by the end of the next business day.

Email Service Request: Response by the end of the next business day.



CUSTOMER RESPONSIBILITIES:

Organizations must have tier 1 support lead by a Vidyo cert. sys. admin to perform these functions:

- Ongoing system administration, management, and preventive support.
- System user management: user settings, user DB admin, password mgt.
- Routine system database backup and administration.
- Roll-out software updates and upgrades.
- Vidyo client installation and configuration on users' workstations.
- Execution of RMA process for repair or replacement of failing modules.
- Contact Vidyo support services.



NEED HELP? WE'VE GOT YOU COVERED. VidyoCloud Support. Simplified.

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