

# ImagicleCare

Support and software maintenance plans reference guide  
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**Imagicle spa**

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## Summary

<b>Introduction .....</b>	<b>4</b>
A plan for every customer .....	4
ImagicleCare plan comparison table .....	5
<b>ImagicleCare Basic and Gold Support Plans .....</b>	<b>6</b>
Service Period .....	6
Service Activation .....	6
Ticket – Support Request .....	6
Service Level Agreement .....	6
Support Level .....	8
Service Operating Time and Period .....	9
Support Channels .....	9
Maintenance and Software Upgrade .....	10
Hardware Warranty and Assistance .....	10
<b>How to purchase an ImagicleCare Program .....</b>	<b>11</b>
ImagicleCare Basic and Gold Programs .....	11
Upgrade fee for late renewals .....	11
ImagicleCare Basic PRO and Gold PRO Programs .....	11
<b>Client liability .....</b>	<b>12</b>
Further conditions .....	12

## Introduction

In choosing an Imagicle product, you have made an important investment for your business. However, you can optimise your investment even further by managing your application day by day, so that you achieve top efficiency and receive the services you need, when you need them.





Imagicle has developed a complete technical support and maintenance program for you that knows your needs and assists you in any situation. Our support team is ready to help to ensure your application works properly so that you can concentrate on your work worry free.

Every Imagicle product includes our ImagicleCare Basic technical support service for the first 12 months. It provides a team of specialists that can serve you in seven different languages (Italian, English, German, French, Spanish, Portuguese and Arabic). If you need a more advanced technical support service, with guaranteed and established response times, you may wish to subscribe to our ImagicleCare Gold program.

ImagicleCare support services are not intended as guidance for product installation and configuration or for solution customisation, but to support everyday use of our solutions. For all other needs, we would be pleased to assist you with our Professional Services.

### A plan for every customer

Imagicle provides various support programs that differ according to the type of service.

 <b>BASIC</b>	 <b>GOLD 1</b>	 <b>GOLD 3</b>	 <b>GOLD 5</b>
<b>15%</b>	<b>20%</b>	<b>15%</b>	<b>13%</b>
of the product value, per year payed annually in advance	of the product value, per year payed annually in advance	of the product value, per year payed every 3 years in advance	of the product value, per year payed every 5 years in advance
Best Effort response time (avg 2 Business Days)	<b>Top Class response time (avg 2 hours). Priority on Basic subscribers.</b>	<b>Top Class response time (avg 2 hours). Priority on Basic subscribers.</b>	<b>Top Class response time (avg 2 hours). Priority on Basic subscribers.</b>
Business days Continuous working hours	Business days <b>+ Bank Holidays and Saturday full support</b> Continuous working hours	Business days <b>+ Bank Holidays and Saturday full support</b> Continuous working hours	Business days <b>+ Bank Holidays and Saturday full support</b> Continuous working hours
2nd level support (reseller or customer system admin)	<b>1st level support (option)</b> 2nd level support (reseller or customer system admin) <b>+ Remote Support</b>	<b>1st level support (option)</b> 2nd level support (reseller or customer system admin) <b>+ Remote Support</b>	<b>1st level support (option)</b> 2nd level support (reseller or customer system admin) <b>+ Remote Support</b>
bug fixing + seasonal releases	bug fixing + seasonal releases	bug fixing + seasonal releases	bug fixing + seasonal releases
3 local numbers to access support from different areas	3 local numbers to access support from different areas	3 local numbers to access support from different areas	3 local numbers to access support from different areas

## ImagicleCare plan comparison table

Program Details	BASIC	GOLD1	GOLD3	GOLD5
Duration	1 year	1 year	3 years	5 years
Activation on registration	✓	✓	✓	✓
Unlimited tickets	✓	✓	✓	✓
Ticket opened via web	✓	✓	✓	✓
<b>Service level agreement</b>				
Priority	✗	✓	✓	✓
Predefined response time	✗	✓	✓	✓
<b>Level of support</b>				
1 <sup>st</sup> Level - end user	✗	Optional*	Optional *	Optional *
2 <sup>nd</sup> Level – System Administrator (customer/reseller)	✓	✓	✓	✓
<b>Service Operating Period</b>				
Continuous business hours	✓	✓	✓	✓
Standard period – Monday to Friday	✓	✓	✓	✓
Extended period – Saturday	✗	✓	✓	✓
Bank Holidays	✗	✓	✓	✓
<b>Support channels</b>				
Web Help Center	✓	✓	✓	✓
E-mail Support	✓	✓	✓	✓
Phone Support	✓	✓	✓	✓
Remote Support (i.e. Webex)	✗	✓	✓	✓
<b>Software maintenance and upgrades</b>				
Seasonal releases - bug fixes	✓	✓	✓	✓
Seasonal releases – new features	✓	✓	✓	✓
<b>Economics</b>				
Annual price	15% of product value	20% of product value	15% of product value	13% of product value
Minimum fee	250 EUR/250 USD	700 EUR/700 USD	2 000 EUR/2 000 USD	3 000 EUR/3 000 USD
Payment	annually in advance	annually in advance	3 years in advance	5 years in advance

Contract duration may be reduced when the product enters 'End of Support'. Please see [www.imagicle.com/go/EOL](http://www.imagicle.com/go/EOL) for product 'End of Support' dates.

Supported languages: Italian, English, German, French, Spanish, Portuguese and Arabic.

\* Direct support services to end users, such as Customer Service operators, are evaluated on a project basis, as agreed with the customer, according to relevance and specific requests.

Priority and maximum response time	IMAGICLECARE BASIC Max reaction time	IMAGICLECARE GOLD Max reaction time
<b>CRITICAL – SEVERE IMPACT</b> Application/system is compromised. Significant loss of service.	Next business day	< 60 minutes
<b>HIGH – SIGNIFICANT IMPACT</b> Application/system runs discontinuously. Reduction of service.	2 business days	< 2 business hours
<b>MEDIUM – MINOR IMPACT</b> Application/system runs with a moderate loss of service. Expedients allow work continuation without damage.	Best effort	< 4 business hours
<b>LOW – MINIMAL/NONE IMPACT</b> Application/system run without or very little service impediment	Best effort	< 8 business hours

## ImagicleCare Basic and Gold Support Plans

ImagicleCare plans offer a number of services that include post-installation software support.

### Service Period

ImagicleCare plans have a minimum period of one year and can be purchased for multiple periods. The immediate purchase of more than one year of ImagicleCare Gold service offers significant savings.

Plan	BASIC	GOLD1	GOLD3	GOLD5
Duration	1 year	1 year	3 years	5 years

All Imagicle solutions include Basic services for 1 year, which can be enhanced with ImagicleCare Gold service.

### Renewal

The contract has to be renewed before the contract deadline to ensure service continuity.

For contracts renewed before or within the first 120 days of the expiration date, the service period will be automatically extended starting from the previous expiration date.

For all contracts having expired by more than 120 days, the renewal contract will start from the ordering date, and the Upgrade Fee will be applied for each year of delay (see Upgrade fee and late renewals section).

### Product End of Support – End of Life

The duration of the contract may be reduced if the product has entered in “End of Support” status.

Imagicle will no longer be able to provide support for any product with “End of Life” (EOL) status.

See [www.imagicle.com/go/EOL](http://www.imagicle.com/go/EOL) for product “End of Support” dates.

### Service Activation

ImagicleCare Services are activated automatically when products are registered on the website [www.imagicle.com/go/activation](http://www.imagicle.com/go/activation). The plan period begins on the registration date.

### Ticket – Support Request

Ticket	BASIC	GOLD1	GOLD3	GOLD5
Unlimited tickets	✓	✓	✓	✓
Ticket opening via web	✓	✓	✓	✓

A support request, also called a ‘ticket’, is a request for support for a single issue and is defined by a reasonable intervention to solve the reported issue.

An individual issue is one that cannot be divided into secondary issues. Otherwise, each secondary issue will be considered as a new support request.

The Basic plan and Gold plans allow an unlimited number of tickets.

### Opening a Ticket

The best way to open a ticket is via [support.imagicle.com](http://support.imagicle.com) website. It is the quickest route to Imagicle support team who will take on the request with maximum efficiency.

If you are unable to use our website, you can also make a support request by phone.

### Service Level Agreement

ImagicleCare Gold services provide priority reaction definitions based on issue severity and the reaction time related to the request priority and the Support team’s workload.

ImagicleCare Gold plan has a shorter reaction time and coverage than ImagicleCare Basic, guaranteeing maximum support under any condition.

Service Level	BASIC	GOLD1	GOLD3	GOLD5
Priority	✘	✔	✔	✔
Default Reaction Time	✘	✔	✔	✔

### Request and Case Opening Processing

Imagicle processes support requests in order to establish the priority level and notifies the client by e-mail as to when the request will be processed, according to the table below.

When the support case is opened, a ticket number is assigned, which can be used to track the service until the problem has been solved.

Request Processing	IMAGICLECARE BASIC Priority Notification	IMAGICLECARE GOLD Priority Notification
PRIORITY DEFINITION AND NOTIFICATION	Within 4 hours	Within 30 minutes

### Priority criteria and maximum reaction time

Requests from customers having subscribed an ImagicleCare Gold plan always take priority over Basic support requests.

Imagicle gives priority to cases as per the table below:

Priority and maximum response time	IMAGICLECARE BASIC Max. reaction time	IMAGICLECARE GOLD Max. reaction time
<b>CRITICAL – SEVERE IMPACT</b> Application/system is compromised. Significant loss of service.	Next Business Day	< 60 minutes
<b>HIGH – SIGNIFICANT IMPACT</b> Application/system runs discontinuously. Reduction of services.	2 Business Day	< 2 business hours
<b>MEDIUM – MINOR IMPACT</b> Application/system runs with a moderate loss of services. Expedients continuing work without damage.	Best effort	< 4 business hours
<b>LOW – MINIMAL/NONE IMPACT</b> Application/system run without or very little service impediment.	Best effort	< 8 business hours

The maximum response time is calculated on the base of Imagicle business hours, which are different for Americas, Europe and Middle East. See Service Operating Time and Period for further details.

Imagicle can and will reduce the priority level if the Client is unable to provide the resources or answers required to resolve the issue.

Imagicle can and will ask the Client to cooperate in determining the issue and for the investigation. Issue investigation can include network analysis, error message recording, configuration analysis, changes to product configuration, installation of new software versions or components or process changes.






The Client is responsible for implementing the procedures required for software and data safety and integrity and for any unauthorised access, as well as for the restoration of files that are damaged or lost due to irreversible errors.

## Support Level

Imagicle solutions are complex solutions that interoperate with various customer systems, such as communication platforms, authentication systems like Active Directory, e-mail servers, as well as with service providers' communication networks.

Therefore, specific system skills are required to analyze and resolve support requests, and sometimes the configuration of communication systems (IP-PBX) may need to be modified: this is something that only Imagicle partners/resellers and customer system administrators skilled in IT/TLC are able to do.

This is why Imagicle offers two support levels:

Support Level	BASIC	GOLD1	GOLD3	GOLD5
1 <sup>st</sup> Level – End users		Optional*	Optional*	Optional*
2 <sup>nd</sup> Level – System Administrator (Customer/Reseller)				

### 1<sup>st</sup> level Support to End Users

This is the support service provided to end users for requests related to common issues, performance, malfunctions and product use not yet analyzed by any expert. This kind of request is not included in ImagicleCare support plans and must include an initial analysis by an Imagicle partner/reseller or the customer's system administrator. Imagicle can offer this direct support on a project basis, to customers having purchased an ImagicleCare Gold plan, e.g. to Customer Service operators.

### 2<sup>nd</sup> level Support to System Administrators

This is specialist support for requests already having undergone troubleshooting by the Imagicle partner/reseller or the customer's system administrator, who have already made efforts to resolve them.

If technicians cannot solve the problem or detect a fault in the product, the R&D department can also be involved. Imagicle offers this level of support to partners/resellers and end user Imagicle system administrators, who must be able to perform troubleshooting and any configuration changes to the Imagicle Suite and UC system. Partner/reseller intervention may still be necessary in some cases.



## Service Operating Time and Period

Support services are available to all customers during business days and during business hours as shown below. For ImagicleCare Gold subscribers, the service is extended to Saturdays and bank holidays.

AMERICAS	EUROPE	MIDDLE EAST	REST OF THE WORLD
MONDAY TO FRIDAY	MONDAY TO FRIDAY	SUNDAY TO THURSDAY	Access the support services choosing the most suitable service area according to your timezone.
7AM - 5PM EST/EDT	9AM - 6PM CET/CEST	9AM - 6PM GST	
Saturday and bank holidays included for Gold plans 7am - 12pm EST/EDT	Saturday and bank holidays included for Gold plans 9am - 6pm CET/CEST	Saturday and bank holidays included for Gold plans 12pm - 6pm GST	
+1 305 5013030	+39 0584 943232	+971 436 05197	+1 305 5013030 +39 0584 943232 +971 436 05197
support.imagicle.com	support.imagicle.com	support.imagicle.com	support.imagicle.com

Service Operating Period	BASIC	GOLD1	GOLD3	GOLD5
Continuous business hours	✓	✓	✓	✓
Standard period – Monday to Friday	✓	✓	✓	✓
Extended period – Saturday	✗	✓	✓	✓
Bank Holidays	✗	✓	✓	✓

## Support Channels

ImagicleCare services provide a support channel for every need.

First, [Imagicle Help Center - support.imagicle.com](https://support.imagicle.com) is a self-service portal 24X7X365 offering several on-line resources, including User Video Guides, Administration Guides, and a vast knowledge base, that help you finding answers to the most common questions.

You should open a support request from the Help Center. However, if you are unable to do so, our operators are ready to help you by phone.

Specific phone numbers are available for North and South American, European and Middle Eastern countries, and support is provided during local business hours. Customers from other countries and time zones can choose the number and time closest to their time zone (see table below).

AMERICAS	EUROPE	MIDDLE EAST	REST OF THE WORLD
+1 305 5013030	+39 0584 943232	+971 436 05197	+1 305 5013030 +39 0584 943232 +971 436 05197

Support is provided by e-mail and telephone and, for ImagicleCare Gold customers, via remote support tools that Imagicle support engineers use to work directly on the server where applications are installed.

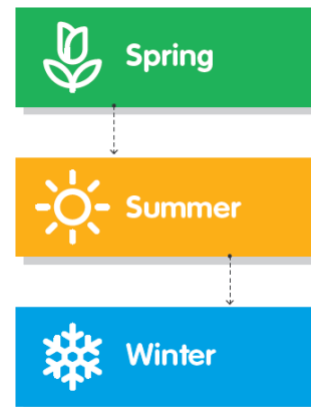
Support Channels	BASIC	GOLD1	GOLD3	GOLD5
Web Help Center	✓	✓	✓	✓
Support via web and e-mail	✓	✓	✓	✓
Support by phone	✓	✓	✓	✓
Remote Support (i.e. Webex)	✗	✓	✓	✓

## Maintenance and Software Upgrade

Imagicle has chosen to offer its customers the best solution through an innovative policy of constant software upgrades in the interest of service.

All releases, which include both bug fixes and new features and products, are concentrated in three seasonal releases: Spring, Summer and Winter. The fixed seasonal frequency makes it easier for you to plan system upgrades, and lets you know in advance what is coming out and when.

We also work constantly with our vendors and partners to check compatibility with the latest platforms and operating systems. This lets you be even more confident when upgrading your UC - IPPBX system that your Imagicle applications will work with it.



ImagicleCare Basic customers and ImagicleCare Gold customers have access to:

- **Seasonal releases – bug fixes:** Bug fixes and patches are available only with the latest product release, at fixed periods every year with three seasonal releases. New releases are usually backward compatible, although in some cases, total backward compatibility may not be possible
- **Seasonal releases – new features:** three new releases at fixed periods every year for upgrades and for news in advance

Maintenance and SW upgrade	BASIC	GOLD1	GOLD3	GOLD5
Seasonal releases - bug fixes	✓	✓	✓	✓
Seasonal releases – new features	✓	✓	✓	✓

## Hardware Warranty and Assistance

Manufacturers' warranties apply to all hardware products sold by Imagicle.

In case of defects, our technical support service will put the customer in contact with the supplier for replacement under warranty or to determine repair costs if the warranty has expired.

## How to purchase an ImagicleCare Program

To purchase an ImagicleCare Gold maintenance and support plan or extend your ImagicleCare Basic maintenance at any time, contact your Imagicle Partner/Reseller, use Imagicle portal [www.imagicle.com/contacts](http://www.imagicle.com/contacts), or call +39 584 943 232.

### ImagicleCare Basic and Gold Programs

ImagicleCare program prices are shown in the table below. Payment must be made in advance for the program validity period.

Program details	BASIC	GOLD1	GOLD3	GOLD5
Price per year	<b>15%</b> product value	<b>20%</b> product value	<b>15%</b> product value	<b>13%</b> product value
Minimum fee	250 EUR/250 USD	700 EUR/700 USD	2 000 EUR/2 000 USD	3 000 EUR/3 000 USD
Payment terms	In advance per year	In advance per year	In advance every 3 years	In advance every 5 years

Amounts are exclusive of VAT and taxes.

### Minimum fee for contracts signed for more than one product

If you purchase ImagicleCare contracts for more than one product, the minimum fee provided by the plan will be applied only if the total of the amounts of each product contract does not reach the required minimum. The bundle, identified by a single price list code, is considered as a single product.

### Upgrade fee for late renewals

For contracts renewed after the expiration date, 5% of the product value cost is due, as an Upgrade Fee for each year of delay (minimum total amount of 250 EUR/ 250 USD for all years of delay).

The mandatory Upgrade Fee covers software updates available each year with three seasonal releases, including bug fixes, new features and compatibility with new systems.

Customers who renew late will still be able to update their solutions to the latest version, without buying a specific upgrade code, but simply by paying the Upgrade Fee.

The Upgrade Fee is not applied for plans renewed within 120 days of the expiration date.

### ImagicleCare Basic PRO and Gold PRO Programs

For Imagicle Hotel and Telcen Blue's Professional, ImagicleCare program prices are shown below:

Program Details	BASIC PRO	GOLD PRO
Duration	3 years	3 years
Price	<b>250 EUR/250 USD</b>	<b>500 EUR/500 USD</b>
Payment	In advance every 3 years	In advance every 3 years

Amounts are exclusive of VAT and taxes.

## Client liability

- The Client guarantees that Imagicle systems are used and maintained according to the documentation provided with the Product.
- Imagicle is not liable for supporting third-party products not provided by Imagicle.
- Should an issue be identified as being related to third-party products, the Imagicle Support Team may and shall continue troubleshooting once the specific third-party issue has been resolved. The Client is liable for third-party support agreements.
- The Client undertakes to update the software to the most recent release version.
- The Client shall complete support request forms and include required information when submitting a new ticket request.
- The Client shall provide connectivity to the product in order to provide Imagicle with a data connection for remote support and maintenance. The Client and Imagicle shall agree on the necessary security measures to prevent unauthorised access. However, the Client alone will be liable in matters of network security.
- Imagicle shall not connect to the Client's Network without previous authorisation, and connections shall be made only for technical support purposes.
- The Client shall endeavour, as requested by Imagicle, to cooperate in issue investigation and provide electronic access to the product. Should the Client fail to provide or delay connectivity, Imagicle cannot be held liable for reduction of service for the period equal to the period of omission or delay.
- The Client shall pay the agreed fee within the agreed term.
- Imagicle may not and will not provide support until agreed fees have been paid.

### Further conditions

Imagicle may not and will not provide technical support in the following cases:

- Should the final Client amend, damage or modify the product or any part thereof, especially if the Client uses software or hardware that is not certified fully compatible with Imagicle products without the explicit permission of Imagicle technical support.
- For any product having reached 'End of Life' (EOL) status and that is therefore no longer supported. See [www.imagicle.com/go/EOL](http://www.imagicle.com/go/EOL) for product "End of Support" dates.
- For any product not covered by a valid support contract.
- For any problem caused by accident, shipping, negligence or improper use; alteration; product modification; an unsuitable installation environment; the use of material or supplies not meeting specifications, should the use of the product differ from the purposes for which the software was designed, for problems cause by Client negligence, abuse or distraction.
- For the use of the product on systems different from those specified for the product. Imagicle will not be held liable for modifications made by the Client to use the product.