

Kelverion

Extended Support

Enhanced diagnostic support for Runbook Operation Issues

Kelverion integration products include software support for customers who have an active subscription or software maintenance. This level of software support covers standard support activities such as problems with installation, connectivity, or usage issues and provides access to product updates.

It does not cover diagnostic support for the operation of the Runbooks containing the Kelverion product or guidance on errors reported by the Automation tool whilst Runbooks are being executed.

If you have a series of runbooks using Kelverion integration products and are concerned that if they stop performing correctly, you might struggle to diagnose the cause and want to be able to engage some expert advice; then you need the Extended Support service.

Extended Support

This offer extends the standard Software Support out from the Kelverion product only, to the relevant Microsoft platform and Runbooks. It will provide diagnostic guidance to help identify the cause of the failure (including Runbook design) and advice on what you must do to resolve the issue.

Extend Support provides four (4) support credits for use with your Runbooks working with Kelverion products, over 12 months.

Each credit provides for up to four (4) hours of assistance from the Kelverion Professional Services Team.

The service is ordered and invoiced in advance.

Services are delivered remotely; by phone, email or web conference.

Requests for Runbook Support are raised to RunbookSupport@Kelverion.com and on receipt Kelverion will confirm resource availability and schedule the delivery.

Organizations who require more than diagnostic support and guidance such as;

- Remediation services
- Implementation guidance
- Solution design and architecture

should look at the Runbook Support Service or a customised Professional Services engagement.

Kelverion are an established Independent Software Vendor specialising in IT Automation solutions. Kelverion provides software and specialist consultancy solutions for Microsoft Azure and the Microsoft System Center suite.

Find out more at <http://www.kelverion.com>



Cloud & Hybrid Automation Experts