Software Adoption

# Software Support Services

## Introduction

Software Adoption Services from Transitional Data Services (TDS) helps customers achieve maximum benefit from TransitionManager software. Software Adoption includes Training, Advisory Support, and Software Support. Software Support is available to customers throughout the duration of their active TransitionManager software licenses.

Training and Advisory Services from TDS are available separately should customers need assistance with configuration or administration of TransitionManager.

This brief provides information about Software Support.

| Training | Advisory | Software Support |
|----------|----------|------------------|

## Solution

### 1. Provisioning Support for SaaS or On-Premises:

Provisioning support guarantees smooth deployment, whether you opt for a Software-as-a-Service (SaaS) model or prefer an on-premises installation. The TDS team offers remote, step-by-step guidance for installing and initially configuring TransitionManager, along with troubleshooting support to ensure seamless setup and integration with your current infrastructure.

### 2. 24x7 Monitoring and Maintenance for SaaS:

TDS offers round-the-clock monitoring and maintenance services for SaaS deployments. TDS continuously monitors system health, performance metrics, and security vulnerabilities. Proactive maintenance ensures optimal performance and reliability, with immediate response to any issues that may arise.

### 3. License Management:

Efficient license management is crucial for optimizing costs and compliance. Our solution includes robust license management capabilities to track usage, manage subscriptions, and ensure compliance with licensing agreements. We provide insights into license utilization and offer guidance on optimizing license allocations.

## 4. Software Updates and Upgrades:

Stay up to date with the latest TransitionManager features, enhancements, and security patches through our streamlined update and upgrade process. We provide timely notifications and management of updates, ensuring that your software remains current and secure without disrupting your operations.

## 5. Distribution of Release Notes:

We provide comprehensive release notes for every update or upgrade, detailing new features, bug fixes, and improvements. Clear communication ensures that your team is informed about changes and can leverage new functionalities effectively. Release notes are distributed through multiple channels for easy access and reference.

## 6. Backups of SaaS Instance:

Protect your data with regular backups of your SaaS instance. Our solution includes automated backup processes with configurable schedules and retention policies. Backups are stored securely and can be easily restored to a point in time in the event of data loss or corruption, minimizing downtime and ensuring data integrity. It is considered a best practice for customers to regularly back up their data as well.

## 7. Emergency Support for Critical Software Incidents:

In the event of critical software incidents, our emergency support services ensure rapid response and resolution. Our dedicated support team is available 24x7 to address urgent issues, providing expert guidance and assistance to minimize impact on your operations.

Emergency support can be reached by calling the TDS call center at:

+1 (844)-747-2600, or +1 (508)-625-3035

For customers that need assistance with TransitionManager use or administration, please contact sales (email: info@tdsi.com) about our Advisory Support options.

| Severity Level | Initial Response Target | Customer Environment Impact | Contact |
|---|---|---|---|
| 1 | 30 Minutes<br><br>24x7x365 | Critical - A crisis exists when Partner or End Customer cannot use the system and no procedural workaround exists that is appropriate for the outage scenario. The system or a critical application may be down. | TDS Support Call center |

| 2 | 1 Hour<br><br>24x7x365 | High - A high impact problem indicates that the system is operational, but a user workflow process is not working, and no workaround exists. | TDS Support Call center |
|---|---|---|---|
| 3 | 4 Business Hours * | Moderate - A moderate impact problem involves partial, non-critical functionality loss to Dell or End Customer and a reasonable workaround to the problem has been provided. | Enter Ticket in support portal |
| 4 | 1 Business Day * | Low - A low impact problem causes little or no impact to Dell's or End Customer operations. A way to circumvent the problem has been found. | Enter Ticket in support portal |

\* Business hours/days (Excluding TDS observed holidays) are defined as Monday – Friday (8 AM – 5 PM US Eastern).

## 8. Bug Fix Response:

Report and track software bugs efficiently through our support portal. Our streamlined bug fix process ensures prompt acknowledgment, investigation, and resolution of reported issues. Detailed status updates keep you informed about the progress until the bug is successfully resolved, enhancing transparency and customer satisfaction.

Our comprehensive support is designed to ensure the smooth operation, security, and reliability of your software environment, allowing you to focus on your core business activities with confidence.

### Accessing the Support Portal

The Support Portal is the primary channel for addressing TransitionManager software functionality and availability concerns. As part of onboarding, customers receive login credentials from TDS. Alternatively, customers can initiate the login process by sending an email to TDS.

- email: support@transitionmanager.com

To submit a ticket:

- Login via: https://tds.atlassian.net/servicedesk

Users can submit a ticket, track the status and follow an issue through to resolution.
Detailed instructions are included in your Support Portal Guide. Inquire with your TDS sales representative for a copy.

Knowledge Base: https://success.transitionmanager.net/
The TransitionManager Knowledge Base is available to all TransitionManager users with a valid customer email. It contains product software documentation, user guides, script language and reporting guides, release notes, and an 'ask an expert' forum.

## Summary

This brief highlights Software Support Services, a crucial aspect of TDS's Software Adoption Services. TDS is dedicated to aiding users in effectively utilizing TransitionManager to fulfill their project requirements.

Learn more.

Talk with a TDS expert

See a demonstration of TransitionManager.

Contact us: info@tdsi.com

+1 (508) 625-3030