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ARGO SUPPORT

Proactive support

The **Proactive Support** service allows avoiding common problems through components such as analysis and recommendations on software and firmware versions, proactive scanning and regular incident reports. This set of works serves to ensure the relevance of the environment, compatibility between applications, as well as for early detection and troubleshooting, and also includes:

- Continuous automated remote support
- Report with recommendations on software and firmware versions to maintain the current state of software systems (2 times a year)
- “Proactive scanning” report to check the compliance of the settings with best practices (2 times a year)
- Incident report for early detection and troubleshooting (quarterly)
- Access to the priority support center (dedicated phone number for registration of applications, expedited escalation procedures)

Reactive Support

Reactive Support RS 24x7 - reactive support with a round-the-clock window for receiving applications. The level of reactive support RS 24 × 7 is a round-the-clock support of hardware and software with an on-site visit of the customer and a fixed response time to the application. Reaction time means the interval from the moment of registration of the application to the call back to the customer and the beginning of work on the application. Within the framework of this level of service are provided:

- Repair at the installation site (In some cases, in agreement with the customer, the spare part can be sent to the place of operation for self-replacement. The possibility and need for self-replacement is determined by the Argo support specialist.)
- Round-the-clock acceptance of applications and carrying out work
- Response to hardware requests within 4 hours
- Providing access to software and firmware updates
- Response to software applications within 2 hours

New parts provision and installation to replace the failed ones.



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As part of the warranty service, the Argo Technical Center provides new parts to replace failed ones during the entire service period, and also installs them at the place of operation. In this case, all defective parts after providing replacement parts become the property of Argo, except in cases of acquiring the right to retain components after replacement.

Incident Severity Levels

The reaction time when servicing the equipment at the customer and the period during which the repair should be performed, as well as the reaction time with remote software support, may differ depending on the criticality level of the incident. The criticality level of the incident is primarily determined by the customer and agreed with Argo.

Criticality levels

Criticality Level 1 –downtime of mission critical systems. For example, the working environment is completely out of order, the working system or application is out of order or is in serious danger, corruption, data loss or high risk of data loss, critical impact on business, security problems.

Critical level 2 - disruption of mission critical systems. For example, the capabilities of the working environment are significantly limited, the unstable state or security breach of the working system or application, the risk of a recurrence of the problem, a significant impact business.

Critical level 3 - work within normal limits. For example, a failure or a decrease in the performance of a non-working system (test system), problems with a working system or application for which a temporary solution has been found, an uncritical restriction of functionality, a limited impact on a business

Critical level 4 - low impact. No impact on business or users.

Limitations

Maintenance does not include actions to correct, repair or replace Equipment or Software that has ceased to function normally due to the accident or negligence of the Partner/Customer or third parties, as well as reasons that cannot be attributed to normal operating conditions, normal wear and tear:

- Problems related to another hardware, software, in conjunction with which the hardware and/or software is used;
- Installation, modification, operation, repair of Equipment in violation of the manufacturer's instructions or technical specifications;
- Use of hardware or software under the conditions, in the manner or for the purposes that it was not intended for.



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The procedure for the implementation of contract support

In case of problems with the hardware/software that were included in the agreement, the customer contacts the ARGO Technical Support Center, and ARGO provides support (restoration) in accordance with the level of the contract.

If the contract provides round-the-clock window for accepting applications (24x7), you can contact the Technical Support Center at any time. In other cases, calls are recorded from 9:00 to 18:00 local time on business days. The call is received by the operator, who registers the call and selects the optimal procedure for servicing the request.