



MemVerge Support Offerings

Support Online Portal

As a step in the onboarding process, customers will receive an invitation to MemVerge External Service Desk. Following the steps in the invitation customer will get access to the Service Desk port <https://memverge.atlassian.net/servicedesk/customer/portal/>

Following services are provided via the Service Desk portal:

- Search Knowledge Base Entries
- Technical Support Request
- File a bug
- File a request for a new product feature or suggest an improvement
- Ask a question about licensing, billing, or any other frequent questions

Support by Email

To open a service ticket, customers and partners can send an email to support@memverge.atlassian.net with a description of the issue. MemVerge Support will reply with a confirmation and the ticket number will be in the subject in the form of MVSC-####. Please just reply to the email with an update so the ticket number is always included in the subject line.

Instant Messaging Support via Slack

As a step in the onboarding process, the customer will receive an invitation to the MemVerge Slack channel to get support via Slack chat. Each customer will have their own channel within the MemVerge Slack workspace to maintain customer privacy.

Support via Phone

MemVerge provides technical support to our customer base according to the SLO. The Support phone number is 408-684-9428.

Service Level Objectives (SLO)

SLOs are established as a means of measuring the performance of the Service Provider and are outlined as a way of defining the customer's service expectations. The table below details our commitment to different support options. Currently, MemVerge Technical Support provides Enhanced Support for all MemVerge products.

Feature	Standard Support
Remote Technical Support	Business hours except Sev-1
Remote Support Service Level Objectives	Severity 1: 1 hour 2: 2 business hours 3: 8 business hours 4: 1 business day
Email Alert and Event Monitoring	Included
Instant Messaging Support	Business hours
Software remote installation	Included



Software remote upgrade	Included
Email notifications for critical software update	Included
Knowledge base access	Included
Communication Frequency	Severity 1: 4 hours Severity 2: Daily in business days Severity 3: Weekly Severity 4: As needed

Case severity level definitions

Severity	Definition	Examples
1	Critical: Severe problem preventing customer or workgroup from performing critical business functions	<ul style="list-style-type: none"> • Production data interruption (data loss, data unavailable) • Production system crash or hang • Production systems significantly impacted, such as severe performance degradation
2	Severe: Customer or workgroup able to perform job function, but performance of job function degraded or severely limited	<ul style="list-style-type: none"> • A production system adversely impacted • Non-production data interruption (data loss, data unavailable) • Non-production system crash or hang • Non-production system and/or data is at substantial risk of potential loss or interruption • Development system(s) is inoperative
3	Major: Customer or workgroup performance of job function is unaffected	<ul style="list-style-type: none"> • Production or development system has encountered a non-critical problem or defect and/or questions have arisen on product use.
4	Minor: Minimal system impact; includes feature requests and other non-critical questions	<ul style="list-style-type: none"> • No customer business impact • Requests for enhancements