

Denodo Maintenance and Support Service Guide

Denodo is committed to helping you succeed with the Denodo Platform through our comprehensive network of technical support and services. This Guide provides an overview of the features and benefits of Maintenance and Customer Support, and clearly outlines how to reach us wherever you are, whenever you need us.

Denodo Maintenance and Support
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1. Introduction

Denodo is committed to helping you succeed with the Denodo Platform through our comprehensive network of technical support and services. This guide provides an overview of the features and benefits of Denodo Maintenance and Customer Support, and clearly outlines how to reach us wherever you are, whenever you need us.

Customers may contact their Local Denodo Support Centers to open a new Service Request (SR) or to follow up on an existing SR by email, via the web, or by telephone.



2. Denodo Support Levels

This chapter describes the Denodo License Maintenance and Support Service Level Agreements.

There are three Denodo Support Levels:

BASIC SUPPORT	STANDARD SUPPORT	PREMIUM SUPPORT
Designed for evaluation licenses and developers teams from customers or partners, focused on improving developer productivity and reducing project risks.	Designed for subscription or perpetual licenses in production environments.	Standard support benefits plus 24x7 global coverage, faster response, and extended version support.

DENODO SUPPORT SERVICE OFFERING

	Basic	Standard	Premium
Service Request (SR) registry			
Telephone channel	Not available	Local Support Center telephone in local Support Center business hours coverage	24x7 local and international Support Center telephones for Severity 1 Service Requests (SR)
Email channel	Not available	support@denodo.com	support@denodo.com
Web channel	http://support.denodo.com	http://support.denodo.com	http://support.denodo.com
Customer contacts	Up to 1 contact	Up to 4 contacts	Up to 8 contacts
My Team	Not included	Included	Included
Software updates			
Updates	Included	Included	Included
Beta updates	Not included	Included	Included
DenodoConnects	Included	Included	Included
Notification	Included	Included	Included
Notification channel	Support Site	Email Support Site	Email Support Site
Availability	Support Site	Support Site	Support Site
Emergency bug fix	Not included	Included	Included

	Basic	Standard	Premium
Active Maintenance	Included	Included	Included
Passive Maintenance	Not included	Not included	Included
Upgrade to new version	Not included	Included	Included
SR working coverage	Local business hours	Local business hours	24x7 local and international Support Centers for Severity 1 SRs. "Follow the sun" among local Support Centers during local business hours for Severity 2 SRs. Local business hours for Severity 3 and 4 SRs.
Response times			
Severity 1	Not included	<= 4 business hours	<= 2 hours
Severity 2	<= 2 business days	<= 1 business day	<= 4 business hours
Severity 3	<= 2 business days	<= 2 business days	<= 8 business hours
Severity 4	<= 2 business days	<= 2 business days	<= 8 business hours
Support Account Manager	Not included	Not included	Included
Designated Support Specialist Team	Not included	Not included	Included

For information about Denodo offering on AWS and its Support, please [visit this page](#).
For information about Denodo offering on Azure and its Support, please [visit this page](#).

2.1 Severity Levels

When a customer opens a new Service Request (SR), he/she will be asked for the severity level. There are four severity levels:

Severity 1, Emergency. This is a production problem which impacts the production systems so production systems are down or not functioning and no workaround exists.

Severity 2, High. This is a problem where the production systems are functioning but in a severely reduced capacity. The system is exposed to potential loss or interruption of service and no workaround exists.

Severity 3, Medium. This is a problem which involves partial non-critical functionality loss and allows continuing to function.

Severity 4, Low. This is for questions, document and functional clarification, or recommendations for a future product enhancement or modification.

Denodo Support will evaluate the SR together with the customer. After evaluating the request, the Support Team may determine to change the severity of the case based on the impact that the problem has on the use of the Software.

A Severity 1 Service Request (SR) could be downgraded if the Support Specialist had tried multiple times to contact the customer in a 24-hour period without success. Similarly, a Severity 2 may be lowered to a Severity 3 if the customer does not respond in a timely manner.

2.2 Business Support Hours

Customers may contact the local Denodo Support Center to open a new Service Request (SR) or to follow up on an existing SR by telephone, email, or via web.

SRs can be submitted online 24x7 through the Denodo Support Site (<http://support.denodo.com>) or during local business hours through support@denodo.com.

Telephone support is available per region or country (where available). Customers can access their local Denodo Support Center phone number after logging into the Support Site. Customers will be required to provide a Denodo License Code for validation of their support service. For submitting SRs by phone, time scheduling is available in the Support Site.

2.3 Support ACK

After an SR is received via any channel, it is acknowledged (ACK) with an email message which includes the unique SR code to the authorized customer contact.

2.4 General Information Needed to Open a Case

Severity
Priority
Denodo Platform License Code
Denodo Platform Version
Latest Denodo Platform Installed Update
Operating System and patch level (Windows 10, Windows Server 2016, Ubuntu 16.04, Centos-7,...)
Hardware Platform (Intel/AMD, HP/Alpha, MacOS, AWS, Microsoft Azure, Docker)
Java Virtual Machine vendor and version
Locale (language) used in Operating System
Detailed Error Description
Has this happened before? Can it be reproduced?
When did this happen?
Compressed file with the Denodo Platform file logs from the directory %DENODO_HOME%\logs
Compressed file with the Denodo Monitor file logs from the directory %DENODO_MONITOR_HOME%\logs.
Execution trace for the view/s. Open the view > execution panel > execute > Execution Trace > Copy trace to clipboard and paste the result to a text file
List of changes made in Denodo Platform default configuration (i.e \$DENODO_HOME\conf\VDBConfiguration.properties file

If this information cannot be provided for some reason, it may adversely affect the time required to resolve the case.

With complex cases, Denodo will focus on first reproducing the issue in Denodo's own environment. This will allow more extensive testing to be performed without impacting the customer's work schedule. Sometimes it is necessary to ask the customer to supply additional information and perform additional tests. Denodo will always seek to explain why such actions are necessary.

2.5 Priority Levels

When a customer opens a new Service Request (SR), he/she will be asked for the priority level. There are three priority levels:

Priority 1, High. This issue is business critical and requires the earliest attention. The repair of this issue should commence immediately before other Customer issues.

Priority 2, Medium. This issue results in a moderate impact on business operations. It should be resolved in the normal course of support activities.

Priority 3, Low. This issue has no impact on business operations. The repair can be deferred until more serious issues have been resolved.

2.6 Understanding Denodo's Service Request Status Codes

Denodo uses several status codes to indicate the current status of the SRs logged in the Denodo Support Site. These status codes are not static and it is recommended to periodically check them to keep the process moving and get an answer more quickly.

The most common status codes are:

New: The SR is submitted and it is waiting for an initial action. It has not been assigned to a Support Specialist yet.

Assigned - In Progress: The case has been assigned to a Support Specialist and investigation into the issue is proceeding.

Waiting for Customer Action: The Support Specialist is awaiting an action by the customer contact in order to proceed with the next step in resolving his/her case. This usually means the Support Specialist needs the customer to collect additional information, to try something, or has more questions for him/her.

Software Update - In Progress: A product defect, or bug, has been submitted as a result of this case and the Support Specialist has provided the customer with a workaround.

Solution Offered: A solution has been provided for the case. However, the Support Specialist is awaiting final confirmation of the solution from the customer before fully closing the case.

Closed. A solution has been provided for the case and the case has been closed.

Close - Initiated: The Support Specialist did not receive the requested information or action from the customer. The Support Specialist will attempt to contact the customer three times over a one-month period.

Closed - No Response from Customer: The Support Specialist researched the case and requested additional details from the customer. The customer contact cannot be reached or did not respond after repeated attempts.

Closed - Dismissed: The SR has been marked as an invalid case by a Support Specialist. The reason for the invalid status will be referenced in the response mail.

Please, helps Denodo help you by monitoring your SRs because we want you to get your answers as quickly as possible.

2.7 Virtual Meetings

A Denodo Support Specialist will propose a virtual meeting to a customer after gathering all the required information and when unable to reproduce an issue.

During a virtual meeting, the customer remains in control at all times. Control of keyboard and mouse can be handed over to the Support Specialist as needed. However, the customer can take back control at any time.

2.8 Escalations

Denodo Support Specialist always work on getting a resolution to all customer Services Requests (SRs) in a timely manner. Support Account Managers are proactively reviewing SRs to ensure that the appropriate resources and level of focus are applied to them.

If a customer is not satisfied with the progress of a SR, an escalation can be requested. The first point of escalation for a customer should be the Support Specialist who is working on the SR. Premium Support customers can also escalate the SR to their Support Account Manager using the Denodo Support site..

If the customer is still not satisfied with the progress after the escalation, the local Support Manager will be immediately informed and will involve all the necessary resources to ensure the SR is resolved to the satisfaction of all parties..

2.9 Global Business Support Hours

Premium Support customers can apply for Global Business Support hours. This allow them to extend their Premium Support to receive Global Business hours coverage for Severity 2, Severity 3 and Severity 4 Services Requests.

Services Requests are assigned and answered by the Denodo Support Center that is active when the Service Request is open.

For more information on Global Business Support Hours reach your Account Owner.

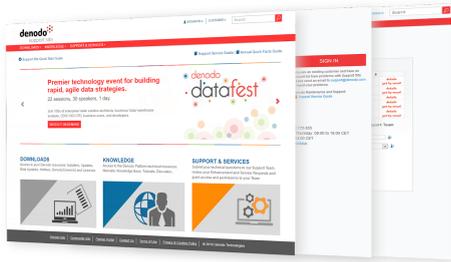
3. Denodo Platform Software Maintenance

This chapter describes the Denodo Platform Software Maintenance Service included in the Maintenance and Support Services contract.

3.1 Support Site

Denodo Support Site is available at <http://support.denodo.com>.

The aim of the Support Site is to provide customers with a web portal for downloading the Denodo Platform Software, obtaining licenses, access to documentation and updates, as well as allowing the registration and follow-up of SRs.



3.2 Software Updates

Denodo publishes software updates on a regular basis as part of the Software Maintenance License.

Users are notified of these software updates via the Support Site where they are available for downloading with just a click.

Denodo currently averages a major release every 1.5 to 2 years and averages from 4 to 6 software updates in between two major releases. Customers who are current on standard or premium support are eligible to receive all software updates. In order to obtain license upgrades for a new release, the Customer has to go to the Denodo Support Site and complete the upgrade request form.

3.3 Supported Platform Releases

Denodo Platform Maintenance and Support Services provides active maintenance and support on two software releases: the latest software release and the previous software release (major). Premium Support customers also receive extended passive maintenance and support on earlier releases.

Premium Support customers can also apply for Extended Support on a version on passive maintenance for 6 or 12 months after the Passive Maintenance period expires. For more information on Extended Support reach your Account Owner.

Denodo Platform	Active Maintenance		Passive Maintenance	
	START DATE	END DATE	START DATE	END DATE
Denodo Platform 7.0	March 2018	Dec 2020	Jan 2021	Dec 2021
Denodo Platform 6.0	Mar 2016	Dec 2019	Jan 2020	Dec 2020
Denodo Platform 5.5	Aug 2014	Mar 2018	Apr 2018	Mar 2019
Denodo Platform 5.0	Feb 2013	Dec 2016	Jan 2017	Dec 2017
Denodo Platform 4.7	Aug 2011	Dec 2014	Jan 2015	Jun 2016
Denodo Platform 4.6	Aug 2010	Jan 2013	Feb 2013	Dec 2014

These dates are provisional, based on the plan to release a major version of the Denodo Platform approximately every 18 months.

Denodo will not generate software updates for older software releases than those referenced above.

3.4 Support Terms

Support Fees

Support fees are due and payable annually in advance of a support period, unless otherwise stated in the relevant ordering document. Your commitment to pay is required to process your support order with Denodo. An invoice will be issued only upon receipt of your commitment to pay, and will be sent to a single billing address that you designate. Failure to submit payment will result in the termination of support.

Support Period

Support is effective upon the effective date of your ordering document unless stated otherwise in your relevant ordering document. Unless otherwise stated in the ordering document, Denodo support terms, including pricing, reflect a 12 month period (the “support period”). All support services ordered for a support period and the related fees are non-cancelable and non-refundable. Denodo is not obligated to provide support beyond the end of the support period.

Technical Contacts

Technical Contacts are the sole liaisons between the Customer and Denodo for Technical Support. There are two different types:

- Primary Technical Contacts are responsible for (i) overseeing the customer service request activity, and (ii) developing and deploying troubleshooting processes within the customer organization.
- The Backup Technical Contacts are responsible for resolving user issues.

Matching Service Levels

When acquiring support, all licenses must be supported under the same Denodo support service level.

4. Glossary

ACK Acknowledgement.

Active Maintenance Product development staff is regularly delivering updates which add fixes and enhancements for a specific version.

After Hours All the non business hours, including holidays.

Beta Update Means an advance version of an update. It is only intended for testing purposes and must not be used in production environments.

Business Hours Normal hours of operation for the Support Service in the customer's local zone, excluding local holidays.

Case Record created in submitting technical questions or issues.

Defect The supported software is not functioning according to the documentation.

DenodoConnects They are collection of components that expand the possibilities of the Denodo Platform.

Fix A permanent solution to a SR that is included in a software update.

Hotfix Hotfixes are temporary solutions to address a specific customer Support Request and must not be distributed outside the customer organization.

License Code Unique identifier for the software license key.

Major Release New version of the software that may not retain backwards compatibility in some features.

Minor Release See Software Update.

Passive Maintenance Product development staff will only release updates on-demand.

Priority Measure of the importance to solve a Defect irrespective of the impact that the Defect has on the use of the Software, as determined by the Customer.

Resolution A resolution in the case of a software defect could be a future software update. If the SR does not involve an error, a resolution is a solution in which the customer agrees the SR has been resolved.

Service Request Status Code Indicates the current status of the Service Request logged in the Denodo Support Site.

Severity Measure of the relative impact a Defect has on the use of the Software, as determined by the Customer and Denodo.

Software Update (or minor release) New version of the software enhancing the functionality, it is backwards compatible within the major release. It can contain functional enhancements, extensions and error corrections or fixes.

SR Service Request.

Support Account Manager A designated Denodo technical contact who works collaboratively with your team and has knowledge of your technical environment. SAM will help you get the most out of Denodo Support and will engage the best resources to resolve any issue you may have.

Update Means a release or version of the software containing functional enhancements, extensions, error corrections or fixes.

Workaround A solution to a SR that may be replaced with a permanent solution included in a software update.



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