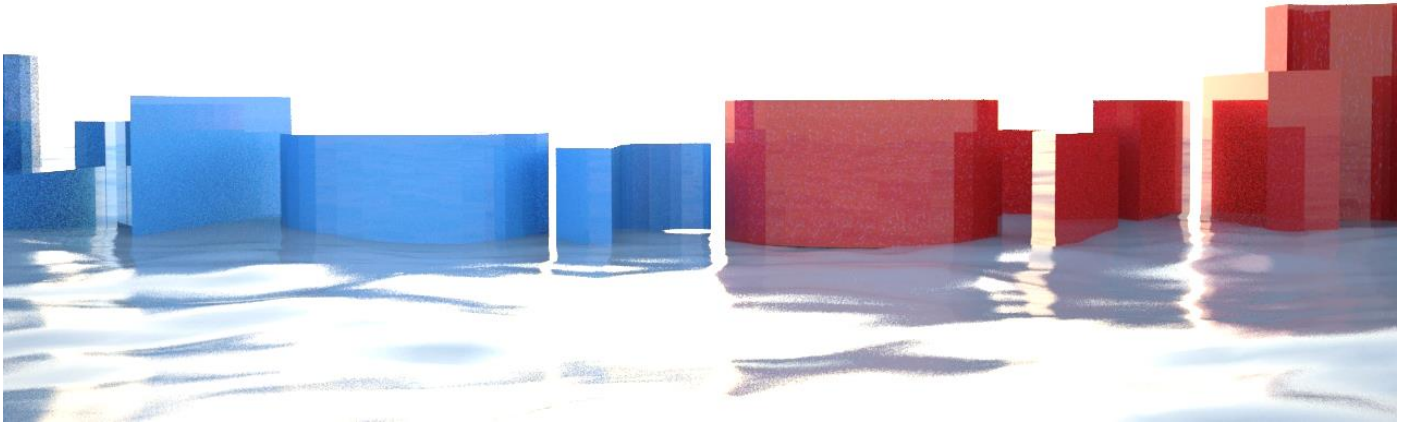


RiverSync® Maintenance Service

Manage Risks to Business Continuity, Resolve Problems Faster, and Operate More Efficiently



We at RiverSync understand your needs, and appreciate your hard efforts to keep your business running smoothly. To ensure business continuity, our best-in-class IT Infrastructure solutions are delivered with an extensive and committed range of support services. Our services ensure that your systems receive continuous operation environment perform to its expected lifeline. Business success requires maintaining high service levels environment conditions while reducing costs and expanding your capacity as your business grows. RiverSync® Maintenance Service can help you meet these objectives by providing technical services and capabilities that:

- **Resolve problems faster:** Identify issues quickly and streamline your incident management processes to reduce infrastructure downtime and improve IT service levels.
- **Reduce risk:** Access to RiverSync® technical experts combined with proactive tools and capabilities minimizes risks to business continuity.
- **Increase operational efficiency:** Proactive management and automated processes mean fewer support resource requirements and lower costs for managing your infrastructure.

RiverSync® Maintenance Service Overview

RiverSync Maintenance Service helps reduce downtime with fast, expert technical support and flexible hardware coverage provided by the RiverSync® Technical Support Center (TSC). It also offers integrated capabilities, providing current information about your installed base, contracts, and alerts to enhance the efficiency of your support workflows.

The TSC is staffed by RiverSync experts and is accessible 24 hours a day, 365 days per year. Technical services available through the TSC are backed by advance hardware replacement options and fast response time, including 4 hours and next-business-day options (where available). Online self-help tools include our extensive knowledge library, software downloads, and support tools designed to help you resolve infrastructure issues quickly without opening a case.

Technical capabilities are delivered through the Support Center portal, providing actionable information and automation to support your RiverSync products. Customizable screens show you up-to-date information about the service coverage, products lifecycles, and product alerts that apply to your infrastructure.

The portal also provides interactive workflows that simplify support management processes. Altogether, these foundational technical services and capabilities can help you resolve problems more quickly, mitigate risk, and improve operational efficiency.

Technical Service and Incident Management

When an infrastructure problem affects business-critical systems, it requires fast response and a deep understanding of the technology to resolve the incident quickly. Maintenance Service offers the following capabilities for infrastructure -level support to help you reduce the risk of business interruptions caused by infrastructure issues. These capabilities help ensure that you get rapid response for service and can quickly identify your infrastructure and their service coverage information in order to streamline your interaction with TSC support representatives.

- **RiverSync TSC:** The RiverSync TSC is staffed by RiverSync professionals certified in a board range of RiverSync products and technologies and infrastructure architectures. We provide you with access by phone, fax, or email 24 hours a day, 365 days a year and can assist you with product use, configuration, and troubleshooting issues.

Maintenance Service Options

Basic Support Option:

The following chart lists the service features of Basic Support provided under RiverSync's standard warranty and/or maintenance terms. Basic Support is available as to:

1. RiverSync® Equipment which is identified on the [RiverSync Product Warranty and Maintenance Services](#) as
 - Including Basic Support during the application warranty period; or
 - Eligible for Basic Support during a subsequent maintenance period
2. RiverSync Software which is identified on the [RiverSync Product Warranty and Maintenance Services](#) as eligible for Basic Support during a maintenance period.

Service Feature	Coverage Details
Technical Support Center¹	Included. Initial response objective, based upon Severity Level, within the following time period after receipt of Customer contact: Severity 1: 2 local business hours; on a 9x5 basis Severity 2: 4 local business hours; on a 9x5 basis Severity 3: 8 local business hours; on a 9x5 basis Severity 4: 12 local business hours; on a 9x5 basis
Onsite Response²	Not included. Available for purchase under RiverSync's then current, standard time and materials terms, conditions, and pricing.
Preventive Maintenance³	Included. Maintenance Representative is schedule to perform Onsite every 6 Months.
Replacement Parts Delivery⁴	Included. Replacement parts will be shipped to the Customer for next local business day arrival. Local country shipment cut-off times may impact the next local business day delivery of replacement parts. Installation of all replacement parts is the responsibility of the Customer. Customer is responsible for return all replaced parts to a facility designed by RiverSync.
Rights to new releases of software⁵	Included.
Installation of software Releases⁶	Customer will perform the installation of new Software Releases (including, Software that is not classified by RiverSync as Equipment operating environment Software as well as Software which RiverSync determines is Equipment operating environment Software.
24x7 Remote monitoring and repair⁷	Not included.
24x7 Access to online support tools⁸	Included.

Enhanced Support Option:

The following chart lists the service features of Enhanced Support provided under RiverSync's warranty and/or maintenance terms.

Enhanced Support is available as to:

1. RiverSync® Equipment which is identified on the [RiverSync Product Warranty and Maintenance Services](#) as
 - Including Enhanced Support during the application warranty period; or
 - Eligible for upgrade the Enhanced Support during the applicable warranty period; or
 - Eligible for Enhanced Support during s subsequent maintenance period.
2. RiverSync Software which is identified on the [RiverSync Product Warranty and Maintenance Services](#) as eligible for Enhanced Support during a maintenance period.

Service Feature	Coverage Details
Technical Support Center¹	<p>Included.</p> <p>Initial response objective, based upon Severity Level, within the following time period after receipt of Customer contact:</p> <p>Severity 1: 1 hour; on a 24x7 basis</p> <p>Severity 2: 3 hours; on a 24x7 basis</p> <p>Severity 3: 4 local business hours; on a 9x5 basis</p> <p>Severity 4: 10 local business hours; on a 9x5 basis</p>
Onsite Response²	<p>Included for Equipment only.</p> <p>Initial Onsite Response objective is next local business day, on a 9x5 basis, after RiverSync deems Onsite Response is necessary.</p> <p>Onsite Response does not apply to Software, but may be separately purchased.</p>
Preventive Maintenance³	<p>Included.</p> <p>Maintenance Representative is schedule to perform Onsite every 6 Months.</p>
Replacement Parts Delivery⁴	<p>Included.</p> <p>Replacement part delivery objective is next local business day.</p> <p>Local country shipment cut-off times may impact next local business day delivery of replacement parts and the related Onsite Response.</p> <p>Installation of Customer Replaceable Units⁹ (CRU) is the responsibility of the Customer. Refer to the RiverSync Product Warranty and Maintenance Services for listing of parts designated as CRUs.</p> <p>Installation of all other non-CRU parts performed by RiverSync.</p> <p>If RiverSync installs the replacement part, RiverSync will arrange for it return to an RiverSync facility. If a Customer install the CRU, the Customer is responsible for returning the replaced CRU to a facility designated by RiverSync.</p>
Rights to new releases of software⁵	Included.
Installation of software Releases⁶	Customer will perform the installation of new Software Releases (including, Software that is not classified by RiverSync as Equipment operating environment Software as well as Software which RiverSync determines is Equipment operating environment Software.
24x7 Remote monitoring and repair⁷	<p>Included for products which have remote monitoring tools and technology available from RiverSync.</p> <p>Once RiverSync is notified of a problem, the same response objectives for Technical Support Center and Onsite Response will apply as previously described.</p>
24x7 Access to online support tools⁸	Included.

Comprehensive Support Option:

The following charts lists the service features of Comprehensive Support provided under RiverSync's warranty and/or maintenance terms.

Comprehensive Support is available as to:

1. RiverSync® Equipment which is identified on the [RiverSync Product Warranty and Maintenance Services](#) as
 - Including Comprehensive Support during the applicable warranty period; or
 - Eligible for upgrade to Comprehensive Support during the applicable warranty period; or
 - Eligible for Comprehensive Support during a subsequent maintenance period
2. RiverSync Software which is identified on the [RiverSync Product Warranty and Maintenance Services](#) as eligible for Comprehensive Support during a maintenance period.

Service Feature	Coverage Details
Technical Support Center¹	<p>Included.</p> <p>Initial response objective, based upon Severity Level, within the following time period after receipt of Customer contact:</p> <p>Severity 1: 30 minutes; on a 24x7 basis</p> <p>Severity 2: 2 hours; on a 24x7 basis</p> <p>Severity 3: 3 local business hours; on a 9x5 basis</p> <p>Severity 4: 8 local business hours; on a 9x5 basis</p>
Onsite Response²	<p>Included for Equipment only.</p> <p>Initial Onsite Response objective is based on Severity Level, within the following time period after RiverSync deems Onsite Support is necessary:</p> <p>Severity 1: 6 hours on a 24x7 basis</p> <p>Severity 2: Within 12 hours on a 24x7 basis</p> <p>Severity 3: Next business day, local business hours</p> <p>Severity 4: Next business day, local business hours</p> <p>Onsite Response does not apply to Software, but may be separately purchased.</p>
Preventive Maintenance³	<p>Included.</p> <p>Maintenance Representative is schedule to perform Onsite every 6 Months.</p>
Replacement Parts Delivery⁴	<p>Included.</p> <p>Replacement part delivery objective is based upon Severity Level, within the following time period after RiverSync deems a replacement part is necessary:</p> <p>Severity 1: 6 hours on a 24x7 basis</p> <p>Severity 2: Within 12 hours on 24x7 basis</p> <p>Severity 3: Next business day, local business hours</p> <p>Severity 4: Next business day, local business hours</p> <p>Local country shipment cut-off times may impact the same day/next local business day delivery of replacement parts and the related Onsite Response.</p> <p>Installation of all replacement parts performed by RiverSync as part of Onsite Response, but Customer has option to perform installation of Customer Replacement Units (CRUs).</p> <p>See RiverSync Product Warranty and Maintenance Services for listing of parts designated as CRUs for specific Equipment.</p> <p>If RiverSync install the replacement part, RiverSync will arrange for its return to an RiverSync facility. If Customer installs the CRU, Customer is responsible for returning the replaced CRU to a facility designated by RiverSync.</p>

Rights to new releases of software⁵	Included.
Installation of software Releases⁶	Included for Software which RiverSync determines is Equipment operating environment Software. Customer will perform the installation of new Software Releases (including, Software that is not classified by RiverSync as Equipment operating environment Software as well as Software which RiverSync determines is Equipment operating environment Software.
24x7 Remote monitoring and repair⁷	Included for products which have remote monitoring tools and technology available from RiverSync. Once RiverSync is notified of a problem, the same response objectives for Technical Support Center and Onsite Response will apply as previously described.
24x7 Access to online support tools⁸	Included.

¹ Customer may contact RiverSync by telephone or web interface 24x7 to report an Equipment or Software problem and provide input for initial assessment of Severity Level.

- **Severity 1 Critical:** a severe problem is preventing the customer or workgroup from performing critical business functions.
- **Severity 2 High:** the customer or workgroup is able to perform job function, but performance of job function is degraded or severely limited.
- **Severity 3 Medium:** the customer performance of job function is largely unaffected.
- **Severity 4 Request:** minimal system impact; including feature requests and/or other non-critical questions.

RiverSync provides (i) a response by remote means based on the Severity Level of the problem, or, (ii) when deemed necessary by RiverSync Onsite Response as described below.

² RiverSync sends authorized personnel to the installation site to work on the problem after RiverSync has isolated the problem and deemed Onsite Response is necessary.

³ RiverSync sends authorized personnel to the installation site to work on scheduled preventive maintenance.

⁴ RiverSync provides replacement parts when deemed necessary by RiverSync.

⁵ RiverSync provides the rights to new Software Releases as made generally available by RiverSync.

⁶ Installation of new Software Releases is not included.

⁷ Certain RiverSync products will automatically and independently contact RiverSync to provide input to assist RiverSync in problem determination.

⁸ Customers who have properly registered have access on a 24x7 basis to RiverSync's web-based knowledge and self-help customer support tools via the RiverSync Online Support site.

⁹ Customer Replaceable Units (CRUs): CRUs are specific assemblies, components, or individual parts of designated RiverSync equipment that the customer is authorized by RiverSync to self-replace. In the event of a failure or technical issue, the customer may remove and replace a CRU by using RiverSync-provided diagnostic tools and/or documentation. Assemblies or components not designated as CRUs must be serviced and/or replaced by RiverSync or an RiverSync authorized service partner.

Capabilities That Streamline Incident Management

All support customers are entitled to capabilities¹, including access to the Support Center portal, the mobile app, and the RiverSync collector software. Support for these capabilities is provided through an online community monitored by RiverSync and peer experts. Proactive capabilities are integrated with foundational support capabilities and work to help resolve problems more quickly and provide the visibility and insight you need to improve the efficiency of your support operations.

- **Portal and dashboard:** The Support Center portal provides secure access to your details device data and a dashboard that delivers the information you need to speed up the problem resolution process. The dashboard offers in-depth information to open and manage a TSC case, including configuration status, serial number, contract number, service level, and unresolved alerts. The Support Center portal allows you to manage user access and configure and generate reports and workflows. It provides access to security and product alerts, product lifecycles, and RiverSync service coverage.
- **Collector software:** The RiverWare² Services Platform Collector (RSPC) automatically gathers device support information for RiverSync products, including serial numbers, installed memory, product IDs (PIDs), and more. This saves time and provides a more current view compared with manual efforts. The collector also identifies hardware or software versions and configuration files for your RiverSync devices.
- **Device diagnostics:** RiverWare Call Home provides continuous self-monitoring of critical devices and automated remediation recommendations if a problem arises. It offers automatic notification to both you and the RiverSync RSC to help expedite problem resolution. Customers who have enabled a qualified collector in their network can also enjoy the benefits of RiverWare Data Analytics, which provides secure and automatic transmission of device details and support information for case creation. These capabilities work to speed time to resolution.
- **Mobile app:** Use your smartphone or tablet to get access to the RiverSync TSC and support information from wherever you are. The information you need to manage infrastructure service, problem resolution, alerts, and more is at your fingertips from your mobile device.

Operation and Product Alerts

Staying current about RiverSync alerts regarding operation recommendations, device updates, and software updates can be challenging. RiverSync Maintenance Services helps preempt infrastructure disruption by allowing you to identify and manage relevant alerts for your devices. It proactively identifies which devices are effected by RiverSync published product alerts and operation advisories and enables you to document alert-related activity. For example, you can flag a device for immediate action, ignore an alert for a device, or enter status information for future reference.

- **Hardware alerts:** Hardware alerts inform you about devices that have reached or are approaching end of life in your infrastructure.
- **Software alerts:** Software alerts inform you about end-of-life issues with specific software versions you are using.
- **Field notices:** Field notices inform you about significant issues with a hardware device or software version. A field notice often requires customer action.

An alert management workflow help you more efficiently manage alerts by allowing you to assign status information to alerts. It then filters future alerts so that you receive only those that still require your attention. For example, an alert can be closed, or its status can be changed to “action taken”. In either case, you will not be distracted by that

¹ Proactive capabilities such as the RiverSync collector and Support Center portal must be configured and enabled to deliver the functionality described.

² RiverWare is a Software as a Service that operate by RiverSync Cloud Platform to perform management capabilities from anywhere, anytime, anydevice.

alert in the future. Alert status information also makes it easy for supervisors to monitor their team's progress toward desired goals as the work on reviewing alerts and performing the required actions.

Product Lifecycle Management

Maintaining up-to-date installed base data in RiverSync Maintenance Services can provide dramatic efficiencies over manual methods while also reducing the risk of errors. RiverSync Maintenance Services can help you maintain a current view of your RiverSync installed base, including device and configuration details such as serial number, product ID, RiverWare Software version, install infrastructure capacity, IP address, hostname, and more.

By providing enhanced visibility into your installed base, RiverSync Maintenance Services allows you to:

- Quickly identify RiverSync products that are reaching end of life, end of sale, or end of support
- Easily see what has been moved, added, or change in your infrastructure.
- Verify that your RiverSync hardware is running current, consistent, and supported software versions.
- Mitigate risk and plan for upgrades for equipment that is no longer supported.

Capabilities to Enhance and Control Lifecycle Management

Capabilities with the RiverSync Maintenance Services portal can enhance and control product and lifecycle visibility.

- **Device data file uploads:** In addition to data uploads from the RiverWare Collector, data can be uploaded using manual file uploads (such as from a spreadsheet) or third-party collection mechanisms. After data is uploaded into the portal, it can be analyzed and enriched with RiverSync support information.
- **Role-based access control:** The RiverSync Maintenance Services portal gives you control over the types of data that users can see. User views within the portal are based on the user's role, allowing administrators to assign roles and designate infrastructure equipment data visibility for portal users, including partners. For example, a certain group of infrastructure administrators may be given access to data for a specific segment of the infrastructure and other groups of users may be restricted to specific types of information such as device configuration data or operation alerts.

The warranty periods and support options (RiverSync Support Information) on this website apply (i) only between RiverSync and those organizations that procure the applicable products and/or maintenance under a contract directly with RiverSync (the “RiverSync Customer”); and (ii) only to those products or support options ordered by the RiverSync Customer at the time that the RiverSync Support Information is current. RiverSync may change the RiverSync Support Information at any time. The RiverSync Customer will be notified of any change in the RiverSync Support Information in the manner stated in the then current product ordering and/or maintenance related agreement between RiverSync and the RiverSync Customer, but any such change shall not apply to products or support options ordered by the RiverSync Customer prior to the date of such change.

RiverSync will have no obligation to provide Support Services with respect to Equipment that is outside the RiverSync Service Area. “RiverSync Service Area” means a location that is within (i) a one hundred (100) km radius of an RiverSync service location; and (ii) the country in which the Installation Site is located, unless otherwise defined in your governing agreement with RiverSync, in which case the definition in the governing agreement prevails.

Products or services obtained from any RiverSync reseller are governed solely by the agreement between the purchaser and the reseller. That agreement may provide terms that are the same as the RiverSync Support Information on this website. The reseller may make arrangements with RiverSync to perform warranty and/or maintenance services for the purchaser on behalf of the reseller. Please contact the reseller or the local RiverSync sales representative for additional information on RiverSync’s performance of warranty and maintenance services on Products obtained from a reseller.

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