



PROFESSIONAL SERVICES UCOPIA

www.ucopia.com



✕ MAINTENANCE CONTRACT

The maintenance contract includes the hardware warranty, the software warranty, the on-going maintenance, the technical support and the automatic download of all updates. It applies to a product or a set of products identified by their serial No. Any UCOPIA product must be ordered with at least three years of maintenance.

• Software updates

The UCOPIA controllers are supplied with software embedded. This software is continuously being improved and enhanced by the UCOPIA R&D team. These updates include bug fixes, enhancements relating to security, as well as minor and major new features. These updates are available for download on the UCOPIA Partner extranet by entering a password supplied by UCOPIA. They are also accessible via the UCOPIA Centralized Management Platform (see below).

• The hardware replacement

As soon as a hardware failure is assessed by the technical teams, UCOPIA activates the hardware warranty service.

In most cases, UCOPIA carries out a scheduled technical replacement (UCOPIA sends out equivalent equipment while the customer returns the faulty controller for repair) within 48 working hours in Continental Europe.

• Software certificate

These updates include the provision of an X509 certificate issued by a certification authority. The absence of a valid certificate activates warnings on the end user's workstation about the security risk, which severely undermines the quality of the Internet access service being provided.

• Technical support

UCOPIA provides its customers with a technical support service including a telephone hotline and remote maintenance service. This service is reserved for customers, which have obtained UCOPIA certification and have products covered by a valid maintenance contract. Technical support is open every working day during office hours (9am - 6pm Paris time). In the event of a product failing, UCOPIA undertakes to provide a solution (work-around, fix) within a period of time commensurate with the seriousness of the problem.

You have also a privileged access to our customer support on our extranet.



✧ CERTIFICATION

Certification establishes the sales and technical competence of the reseller in suggesting, deploying and maintaining UCOPIA solutions. It starts with the training of engineers at UCOPIA approved training centres, a list of which is available on the UCOPIA web site (training table). Certification is mandatory to be able to access the technical support service by telephone or e-mail. Any uncertified engineer is only able to submit his/her questions by e-mail (without any commitment about response times). Furthermore, certified engineers are entitled to an access account on the Extranet and to more attractive terms for product purchases.

There are 3 training levels according to the product for which you wish to acquire skills.

- UCOPIA Express (1 day)
- UCOPIA Advance (2 days)
- UCOPIA Advance Expert (1 day – Advance certification is a requirement)

✧ GOLD SERVICE

The GOLD service is a set of services complementary to maintenance. It allows an on-line archiving of logs.

On-line backup of logs is a service aimed at end customers. It involves off-site storage of user connection logs on-line on an external server operated by UCOPIA.

The archiving period is 12 months, in accordance with the statutory order 2006-358 dated 24 March 2006 and up to 24 months in Europe.

This service allows the customer to keep a backup of logs in case of a hard disk failure.



✦ CENTRALIZED MANAGEMENT PLATFORM

The Ucofia Centralized Management Platform allows the partners to monitor and operate their pool of UCOPIA controllers. It provides various supervision options such as:

- Customised access to the UCOPIA platform managing the pool of equipments,
- The possibility for the partners to organise their pools of UCOPIA devices according to different criteria (end customer, region, product version, maintenance dates, etc.)
- Monitoring UCOPIA controllers,
- Overall statistics indicating the distribution of the equipment pool in terms of product range or versions,
- Detailed statistics for each controller (simultaneous connections, available disk space, CPU load ...).
- Information about the maintenance contract, license installation date, update version, etc..
- Administration of boxes from the UCOPIA platform by accessing the UCOPIA administration tools by means of a simple click.
- Updates which can be downloaded from the platform.



✧ EXTRANET

Accessible by a password delivered by UCOPIA, **the Extranet provides partners with all technical and sales-related information** (news, FAQs, corrective and on-going updates, pre-sales pack, technical skills base,...). The UCOPIA extranet is a privileged access to the UCOPIA support service, to technical and sales information.

✧ SERENITY

The Serenity offer allows a finished original maintenance contract to be extended for three years. It includes the provision of a new box, either at the moment of purchase, or at another moment, as chosen by the client.

This offer includes the hardware warranty, the software warranty, the on-going maintenance, the technical support, the automatic download of patches and the renewal of the box at subscription.

✧ UCOPIA FLEXIBLE RUNTIME

The flexible licences answer the needs for providing a high level of concurrent connections for a limited period of time. These licences are available for a week or more on a solution already installed.

✧ COLLECT & RECYCLE



The collection and recycling of products at the end of their service life is included in the UCOPIA service: **In accordance with the European directive 2002/96/EC and with the provisions set out in order No. 2005-829 dated 20 July 2005 governing the management of WEEE (waste electrical and electronic equipment), and mindful of protecting the environment, for products** brought to market from 13 August 2005, UCOPIA organises the collection and recycling of its products from designated collection points. To do this, all the customer needs to do is fill in the collection form for products at the end of their service life, available on the UCOPIA web site.