

Meaningful solutions driving business outcomes

We provide expert guidance on cloud integration and data center transformation to organizations of any stage or maturity. By holistically supporting the adoption of new technologies, we enable companies to meet business challenges, improve service levels and efficiency, support growth, and reduce risk.

Learn more at: datalink.com/support

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OneCall Quick Reference Card

Insight OneCall Support Services

As end-to-end data center specialists, Cloud + Data Center Transformation (CDCT), a division of Insight, designs, deploys, and supports the technology that matches the demands of your organization. Insight OneCall™ Support Services provide ongoing, real-time support for your data center infrastructure. Our unsurpassed service will help you minimize downtime, achieve your service-level agreements, and keep your IT running at optimal performance.

Priority level definitions

- **Critical (Priority 1):** Your system is inoperable or is at a severely reduced level of functionality resulting in an adverse impact on normal business operations, and no immediate work-around or resolution is available. You agree the incident will be worked continuously until resolved.
- **Severe (Priority 2):** You are experiencing intermittent failure or performance degradation that has limited normal business operations. These incidents are time sensitive and critical to productivity but do not cause an immediate work stoppage. No work-around is available and operations can continue in a limited capacity.
- **Medium (Priority 3):** Conditions are defined as a minor incident that can be worked around without major impact to your normal business operations.
- **Low (Priority 4):** General questions or a minor incident that has little to no impact on your normal business operations.

Customer support center

800.291.3230

Escalation contacts
OneCallMgrs@datalink.com

Customer support managers
James Bush
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james.bush@insight.com

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Michael Sproelich
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Customer success managers
Jane Howell
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Angel Ponce
o. 480.889.9646 | c. 602.642.3621
angel.ponce@insight.com

Easy access to service

For your convenience, you can open a support case with Insight OneCall via three options:

Portal: datalink.service-now.com
Phone: 800.291.3230
Email: support@datalink.com

Our customer support management team is available to assist you 24/7 with any problem escalation needs.

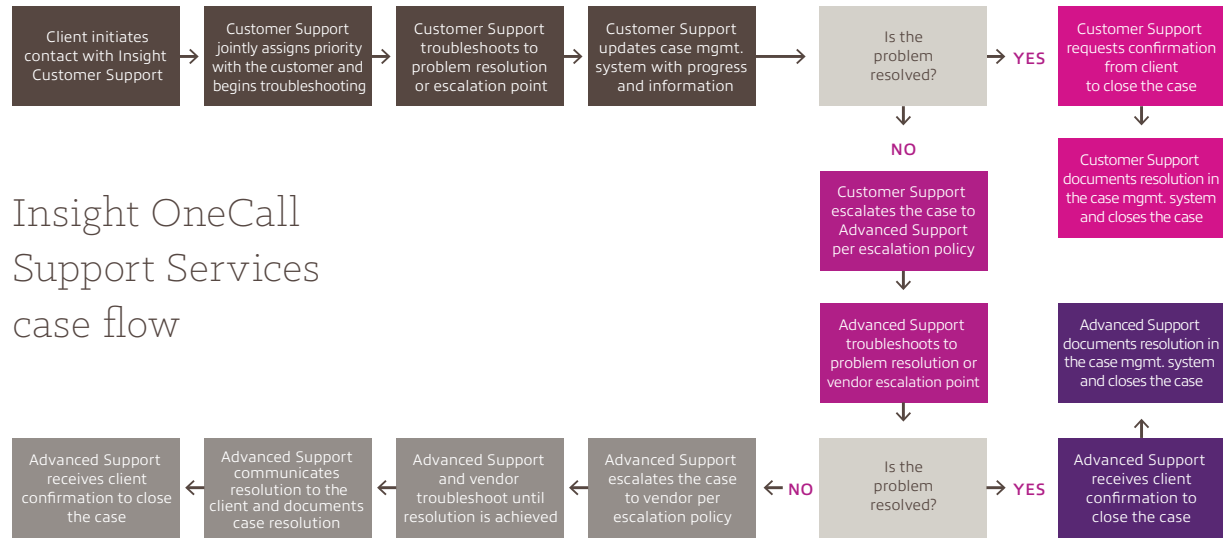
Customer support

Serving as your first line of support, our customer support engineers are available to begin the problem resolution process immediately upon your first call to CDCT. OneCall includes end-to-end problem determination and root cause analysis. In addition, advanced support engineers are available in real time for escalation and resolution of the most complex issues and product support needs.

CDCT is committed to providing exceptional customer service. If you are not getting what you need, please ask to speak to the customer service duty manager. In addition, you can contact the following individuals to escalate your case, share concerns, or provide feedback:

Director, Customer Support
Jack Sparks
o. 952.279.4729 | c. 612.702.5785
jack.sparks@insight.com

Vice President, Engineering
Michael Parsons
o. 720.259.5624 | c. 720.840.3705
michael.parsons@insight.com

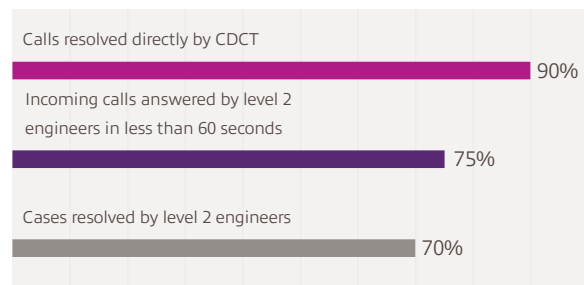


Insight OneCall Support Services case flow

Through access to the same cumulative engineering knowledge that designed your solution, Insight OneCall Support Services help you resolve issues quickly and accurately. You can count on CDCT for rapid, impressive results from every interaction.

Service levels

Customer satisfaction ratings exceed industry benchmarks



Our best-practices support center provides you with:

- Real-time assistance with multiple contact options by phone, web, and email
- Industry-leading service level along with solutions-based call routing to the engineer with the right skill set right away — so you spend less time on the phone
- Case management tools that allow you to open cases online, make real-time updates, and review your case history
- Formal escalation timeline and policy to accelerate responses to the most complex questions and issues, as well as automated alert notifications, formal action plans, and timely status updates
- Single point of contact for support questions and issues spanning multiple vendors, product lines, and solution sets

Consolidating your support needs with CDCT streamlines report-to-resolution processes, reduces your IT problem engagement time, and maximizes uptime.

Support response policy

Priority setting	Initial response	Case updates ¹	
		Active case	Observing case
Priority 1	15 minutes ²	1 hour	N/A
Priority 2	1 hour	2 hours	24 hours
Priority 3	4 hours	8 hours	48 hours
Priority 4	24 hours	72 hours	72 hours

Notes: 1. An “active” case is being actively worked by CDCT. An “observing” case is monitored by CDCT and is awaiting new development.
2. CDCT typically responds to Priority 1 incidents in less than five minutes and works them continuously until resolved.

Automated support escalation and notification policy

Automated case action	Priority level			
	(1) Critical	(2) Severe	(3) Medium	(4) Low
Case escalated to CDCT Advanced Support Notification: Customer Support management Sales representative & management Field engineering & management Executive management President	2 hours	6 hours	5 days	10 days
Customer update issued Notification: Customer Support management Sales representative & management Field engineering & management Executive management President	6 hours	16 hours	10 days	15 days
Case escalated to vendor Notification: Customer Support management Sales representative & management Field engineering & management Executive management President	8 hours	24 hours	15 days	20 days
Customer update issued Notification: Customer Support management Sales representative & management Field engineering & management Executive management President	16 hours	32 hours	20 days	N/A
Customer update issued Notification: Customer Support management Sales representative & management Field engineering & management Executive management President	24 hours	40 hours	N/A	N/A

Note: Escalations are performed within the contracted hours of coverage. Times are based on cumulative effort. Days are business days. By definition, Priority 1 cases are worked continuously until resolved.

x = Action taken