

HiveCare™ Alliance Support

HiveCare Alliance Support, our flagship enterprise support program, supplements your IT Team as it maximizes the value of your mobility platform to deliver unified, intelligent, and simple networks for your business. HiveCare Alliance is the definitive source for global tech support.

HiveCare Alliance, an ultra-expedited technical support program, is offered as a supplement to HiveCare Select. This program, developed by engineers with world-class technical knowledge, will help you leverage the power of mobility to increase productivity, engage customers, and grow your business.

HiveCare Alliance Select, our global support program, takes you to the next level of high-touch, expedited, and prioritized technical support. In addition to, and as a supplement for HiveCare Select, HiveCare Alliance offers the following services:



FOCUSED WORK GROUPS - PODS

Aerohive Technical Assistance Center (ATAC) engineers are organized into work groups we call Pods. This design allows us to concentrate knowledge of your network and past and current issues, and to encourage personal interactions with a group of engineers.

PRIORITY TECHNICAL SUPPORT

HiveCare Preferred Support customers have access to a special toll-free telephone number, which routes to a specific pod for Tier 2 support engineers for Severity 1 cases and Tier 1 support engineers for Severity 2 – 4 cases.

FAST SERVICE-LEVEL RESPONSE

HiveCare Preferred Support customers receive first-response service-level commitments so that your issues are top-of-queue and have the highest visibility to management.

TWELVE (12) ACCREDITED CONTACTS

HiveCare Preferred Support customers have 24x7 access to the Aerohive Support Portal for help-desk functions for up to six (6) administrators who have been specially trained by Aerohive. Available content includes manuals, technical documents, and software.

HiveCare Alliance offers **Additional Services** to round out the program:

PROFESSIONAL SERVICES

Aerohive will deliver up to five (5) days of prescheduled professional services within the term of the support agreement against an agreed Statement of Work with clearly defined scope and acceptance criteria. The services will be delivered over no more than two (2) specific engagements with a maximum of 2 travels per engagement.

BI-ANNUAL OPERATIONAL REVIEWS

Once per quarter, on a mutually agreed date, scheduled 30 days in advance Aerohive will provide a review of operational items including case statistics, closed cases, bug reviews, and trend analysis, and can, upon specific request, provide additional recommendations about the health of your Aerohive environment. The reviews can be scheduled by calling the special toll-free telephone number.

ON-SITE CUSTOMER TECHNICAL TRAINING

HiveCare Preferred offers 2 one-day customer training classes, with attendance limited to 10 students in each class. With sufficient notice (minimum 30 days), Aerohive can customize the training to specific customer issues. The training can be scheduled by calling the special toll-free telephone number.

TERMS OF SERVICE

- **Nef New Customers** – New customers must provide a single point of contact with the authority to decide what location/locations will receive the additional services as defined above.
- **Term** - The HiveCare Preferred Program term is one year; multiyear agreements are not available.
- **Use it or Lose it** – The Service must be consumed during the one (1) term of the Program; unused services or subscription periods are not transferable or carried over.
- For existing customers, the additional Services may become available when the original HiveCare Alliance agreement is renewed. In order for the customer to receive the additional Services they must provide a single point of contact with the authority to decide what location/locations will receive the additional services as defined above. If the customer chooses to not provide the single point of contact they will be moved to HiveCare Select as defined in the table at right.
- **Delivery of Additional Services** – Aerohive reserves the right to pre-approve the country where the additional services will be provided and in certain situations additional fees may apply.

DEFINITIONS — SEVERITY & SUPPORT TIERS

- Severity 1:** Service is down, or unavailable. Business operations have been severely disrupted. No workaround available
- Severity 2:** Major functionality is impacted or significant performance degradation is experienced. No reasonable workaround is available
- Severity 3:** Minimal impact to operations. Short-term workaround is available, not scalable
- Severity 4:** General usage questions- No Impact on business operations

Tier 1: This is the support required to identify, troubleshoot, and document the problem(s) reported. More specifically this covers enquiries or questions concerning the operation of any product function within its specifications, such as "how to dos", common operations, commands, RMAs, and the user interface including answers to known questions, and escalation Tier 2 as needed.

Tier 2: The support covering the use of advanced features, investigation of suspected bugs, failure of the product to perform properly, to analyze these problem's using in-depth troubleshooting techniques, to reproduce the problem's or determine that the problem's cannot be reproduced. Tier 2 support will be provided by the Aerohive Senior Customer Support Engineers in Americas, EMEA, and Asia Pacific. When a problem cannot be resolved the case is escalated to Tier 3.

Tier 3: The support provided to isolate the problem(s) reported in an Incident to a component level, and to provide a work-around, an error correction or an escalation to engineering. Tier 3 support will be provided by Aerohive and may be assisted QA and/or Engineering. They will:

- Be the first point of escalation for all problems not resolved at Tier 1 or 2.
- Deliver the service to identify, troubleshoot, and document the problem's reported in an Incident;
- Isolate the problems reported in an incident to a component level, provide a work-around, a solution or escalate to engineering.

FEATURE	SELECT	ALLIANCE
Coverage	24x7	24x7
Tier - Severity 1	T1	T2
Tier - Severity 2-4	T1	T2
S1 SLA	1 Hour	1/2 Hour
S2 SLA	2 Hours	1 Hour
S3 SLA	4 Hours	2 Hours
S4 SLA	2 Days	8 Hours
Accredited Contacts	4 Eng.	12 Eng.
Geography Served	Global	Global
Extended Product Protection – RMA delivery	NBD	
Extended Product Protection Replacement	Refurbished	
DOA Replacement	New	
SW Updates & Upgrades	Yes	
Focused Pod	—	Yes
Professional Services	—	Yes
Operational Reviews	—	Quarterly
On-site Custom Technical Training	—	2 Days

CHART NOTES

- *Features, Terms and Conditions, and the specifics of each HiveCare Program can be found at: thehivecommunity.aerohive.com*
- **Coverage** - *The time of day Aerohive will accept a service request*
- **Service Level Commitments** - *The initial response time by program by priority*
- **RMA** – *Extended Product Protection offers Next Business Day Delivery of replacement hardware products. Terms and conditions apply. For detailed information regarding Aerohive's RMA Policies and Procedures, please visit aerohive.com/support/technical-documentation/.*
- *For more detailed information regarding the Aerohive limited hardware warranty for products, please visit: aerohive.com/wp-content/uploads/Aerohive-Limited-Warranty-for-Products.pdf.*
- **Support Portal Access** - *Number of authorized & trained contacts that can access the Support portal*
- **Software Updates and Upgrades** - *Available 24x7x365 from the Support Portal*

RESOURCES

Announcements: support.aerohive.com/secure/announcement_list

Training (CBT): docs.aerohive.com/330000/docs/help/english/cbt/Start.htm

HiveCare Support Terms: media.boundless.aerohive.com/documents/Aerohive-Datasheet-Hivecare-Terms_and_Conditions.pdf

HiveCare Customer Escalation Process: media.boundless.aerohive.com/documents/Aerohive-Datasheet-Hivecare-Customer-Escalation-Process.pdf

