STME Support Process Document

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Non Disclosure

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1. Project Specific References and Experience

STME Partner Certifications:

In order to sell, design, implement, manage, support and maintain storage solutions, specific levels of Partner Certifications are required and maintained on a year to year basis. STME constantly trains and certifies its engineers to the highest levels, in order to give its customers the highest standards and expertise when provisioning solutions and services. Some of the Partner Certification Levels that STME has acquired and currently maintains are:

- IBM – Strategic Partner Executive Level

- SUN - SPA Partner Executive Level (Highest level available)

- Symantec – Platinum Elite Partner

- Symantec – Technical Support Partner Program (TSPP Partner)

- Hitachi Data Systems – Master Distributor

- Cisco – Data Centre Storage Specialization

- NetApp – Platinum Elite Partner

- Tandberg – Reseller

- Data Domain – Reseller

- Emulex – Reseller

- VMWare – Reseller

- Brocade – Reseller

- AVNET – Distributor Agreement

- TMS – Reseller

- COPAN – Reseller

- Iron Mountain – Value Added Reseller

- Imation – Value Added Reseller

- Glasshouse – Master Subcontractor

- SUNGARD – Marketing Partner

- LXI – Value Added Reseller

STME has the following Partner approved and certified capabilities and is constantly training its engineers to maintain and earn further Support Capabilities.

Partner	Support Capability			
	Support Services	Professional Services	Outsource Partner	Audit Services
IBM	✓	✓	✓	✓
HDS	✓	✓	✓	
CISCO	✓	✓		
Symantec	✓	✓	✓	
SUN	✓	✓	✓	
NetApp	✓	✓	✓	
Tandberg	✓			
Data Domain	✓			
Emulex	✓	✓		
Brocade	✓	✓		
AVNET	✓	✓	✓	
TMS	✓			
Iron Mountain	✓			
LXI	✓			
Glass House				✓

2. STME Technical Expertise

Numbers of STME Engineers per Platform				
STME's Partner	Product	Number of engineers	Number of Engineers at Expert Level	No. of Installations
IBM	Storage	4	2	21
	Tape Library	5	2	15
	Servers	5	3	10
HDS	Modular	15	6	22
	Enterprise USP, USP-V / NSC	14	6	14
	HCAP	2	1	2
Cisco	MDS	10	4	31
Symantec	Backup Exec	17	7	52
	NetBackup	28	16	103
	Storage Foundation / Veritas Cluster Server	23	7	27
	Enterprise Vault	19	7	29
SUN Microsystems	Solaris	17	13	
	Servers	14		
	Libraries	25	19	162
	Disk Arrays	21	6	
NetApp	File and Software	20	8	56
	VTL	2		3
Data Domain	Disk Arrays	5	1	
Connected	Migration Software	5		
Tandberg	Libraries	7	7	
Ramsan	Storage	1		1

3. STME Customer References

Throughout 28 of years experience STME has not only managed to build a database of awarded Projects varying from regional Telecoms, Banks, Airlines, Oil, Gas & Petrochemical companies, large corporations, and governments, but has also managed to maintain such customer's loyalty through its expertise and professionalism in professional Services and Support offerings. STME's customers view STME as a partner and a trusted consultant to help them design, implement, manage, and support their solutions.

Please find below a sample list of STME references in UAE & Middle East illustrating STME's experience in consultancy, design, implementation, project management, professional services, and support services:

Industry	No. of customers	Few references
Financial Services	74	- Al Bilad Bank - Arab Bank - Citigroup - Emirates Bank International - Saudi American Bank - State Bank of Pakistan - Watany Bank of Egypt
Technology	68	- Schlumberger M.E. - Cybernet - Arabian Computer Systems(SAP Arabia) - eservGlobal (ESERV) - Invensys - Nasco - McDermott - Emirates Computer - Alfutaim Technologies
Energy	38	- Abu Dhabi Nat Energy Company(TAQA) - Bahrain National Gas Company - BP (Oman, Egypt, Kuwait, Pakistan and UAE) - Kuwait National Petroleum Company - Qatar Gas - Saudi Aramco
Government	31	- Abu Dhabi Police - Alexandria Port Authority

Industry	No. of customers	Few references
		- Dubai Immigration - General Directory for Military Service (Saudi) - Government of Dubai-Courts Department - Jeddah Chamber of Commerce - Kuwait Customs - Ministry of industry and trade (Jordan) - Survey & land registration bureau (Bahrain)
Manufacturing	27	- Al Ghanim Industry - Arabian Cement company - Arasco - Dubal - Sabic Hadeed - Salsabil - Trakker (PVT)
Services	25	- Aggreko - Commercial International Life Insurance Company - KEO International Consultants - Olympic Group - Sabic Services LTD - TATA Consultancy Services LTD
Telecommunications	25	- Al Thuraya - Batelco - Etisalat - Jordan Telecom - Mobinil - Saudi Telecom - Vodafone Egypt - Wataniya Telecom
Healthcare	18	- Al Razi Pharmacy - King Faisal Specialist Hospital and Research Center - Novartis Pharmaceutical - Philips Medical systems - Saudi German Hospital - World Health Organization (WHO)
Construction & Real Estate	18	- Al Mabani (Saudi) - Arabian construction company - Dubai Silicon Oasis - Dubai World - Emaar

Industry	No. of customers	Few references
		- National Real Estate Company (Kuwait) - Olayan Saudi Holding Company
Retail	18	- Al Homaizi Group - Al Khorayef Commercial Company - Al Sayer - Taj Sports ltd - The One
Media & Entertainment	13	- Al Jazeera News - CNBC-M.E. business news - Gulf News - MBC - Sony Broadcast
Transportation	13	- Agility - Audi Volkswagen - Egypt Air - Emirates Airlines - Saudi Airlines - The National Shipping Company (Saudi)
Food Beverages	12	- Al Ahram Beverages Company - Al Marai - Al Rai Food Industries - Coca Cola - Kuwait Danish Dairies - Nestle - Pepsi Cola
Education	7	- American University of Beirut - American University of Sharjah - College of North Atlantic - Royal College of Surgeon Ireland
And more...		

STME Customer References for HDS & NetApp

Customers	Contact Person	Email
VTB CAPITAL	Sergey Tolmachev/IT Department	Sergey.Tolmachev@vtbcapital.com
BARCLAYS PAKISTAN	Afzal Ahmed	afzal.ahmed@barclays.com
BANQUE SAUDI FRANSI	Abdurrahman Al-Dekhel	Al-Dekhel@alfransi.com.sa
RIYAD BANK		
SAMBA BANK	Mohamed Altaieb	mohammed.tayeb@samba.com
STANDARD CHARTERED BANK	Adeel Munir	Adeel.Munir@sc.com
STATE BANK OF PAKISTAN	Irfan Bhatti	irfan.bhatti@sbp.org.pk
BOUBYAN BANK	Anil Prabhu	aprabhu@bankboubyan.com
BURGAN BANK	Ferdinand Conil	fconil@burgan.com
DUBAI SILICON OASIS AUTHORITY	Arshad Siddiqui	asiddiqui@dso.ae
JOINT OPERATIONS	Al-Ghadban, Sami Ibrahim	lghd@chevron.com
ALMARAI COMPANY	Sagay Fernando/IT Manager	fernando.sagay@almarai.com
CMPAK/PAKTEL	Sikandar Hayat	sikander.hayat@zong.com.pk
EMKE (LULU) Abu Dhabi/Dubai	Shiju C.S/Manger IT Ifrastructure	shiju@ae.lulumea.com
KARACHI STOCK EXCHANGE (GUARANTEE) LTD	Farooq A. Daudpota	farooq.daudpota@kse.com.pk
NATIONAL REAL ESTATE Company (NREC)	Ibrahim Riachi/CIO	ibrahimr@nrec.com.kw
SCSB - Riyadh	Mohamed alsuhibani	alsuhibani@scsb.gov.sa
Survey and Land Registration Bureau (SLRB)	Prasoon Kadarkutty	kprasoon@slrb.gov.bh
YBA (KANOO)	Bijay Vijayan	bijay@ybakanoo.net
King Hamad General Hospital	Thomas Mathew	thomasvm.si@intercol.com
Kanoo	Sagi Thomas	KANOO-NTADMIN@kanoosa.com
SAUDI ARABIAN AIRLINES	Jamal	Can be provided

CLIENT TESTIMONIALS

"The unprecedented increase in online transactions and the high degree of sensitivity and security involved in our IT systems have made it an absolute necessity to have a highly reliable IT enterprise solutions provider. We are pleased that STME has consistently played such an important role for us throughout all the evolving challenges. Most recently, STME helped us implement the required IT infrastructure that has anchored our smooth transition towards a consolidated enterprise environment. As such, we remain confident with our long-term growth prospects because STME has effectively helped us in establishing agile IT assets and infrastructure," Mohammad Ali Albakri, Chief System Engineering & Applications-Saudia ERP / MRO Initiative Director, Saudi Airlines.

"STME showcased its in-depth expertise and know-how in delivering world-class IT solutions when they helped Almarai implement a groundbreaking technology in the Middle East, enabling us to achieve a phenomenal performance gain of up to 18 times in our daily operations. This is a truly remarkable achievement both from a technological and from a business perspective. With STME's ability to provide high-performance, business-critical IT applications, Almarai is confident that we will maintain a significant edge in the market despite the growing challenges," Tanseer Kunjan, Business Systems Manager, Almarai.

4. STME Company Profile

"STME" Corporate Overview

The Middle East's leading IT solutions provider and systems integrator, STME has established strategic partnerships with a broad range of IT system manufacturers, so it can deliver best-of-breed solutions of any scale or complexity.

Information is a key resource for any enterprise, and since STME was established in 1982, it has built on a solid foundation of storage provision to provide turnkey integrated system solutions for some of the Middle East's most important business-critical data. Acknowledged as the region's premier end-to-end enterprise IT solutions provider, STME delivers unparalleled service through a team of highly qualified solution design specialists and skilled support service engineers.

Customers benefit from the fact that STME's focus is on their IT needs, so solutions are centred on key business drivers – the growth in volume of electronic information, the need for security and the changing value of IT to the enterprise over time. With these factors central to service delivery, STME solutions offer optimum business value and lower cost of ownership. Using proven best-of-breed technologies, STME provides IT solutions that manage and protect business-critical IT assets in organisations ranging from SMEs to major multinational corporations. These strategies enable businesses to deploy solutions that have the flexibility and scalability to grow as corporate IT requirements evolve.

In a rapidly-changing business environment, STME works with customers to design and implement innovative solutions that meet their needs, now and into the future. Partnering with world-class vendors (Symantec, Hitachi Data Systems, NetApp, Sun Microsystems, Cisco, Emulex, Tandberg, Data Domain, VMware, Brocade, Avnet, TMS, Copan, Iron Mountain, Imation, Glasshouse, Sungard, Lxi, Asset, Microland), STME is strategically placed to offer customers the broadest choice in terms of product availability, performance, reliability, scalability and cost-effectiveness, to create multi-platform IT solutions.

PROFESSIONALLY ACCLAIMED

The company has been recognised for achieving several firsts in the Middle East:

- Installation of the region's first robotic tape libraries
- Introducing RAID disk storage technology to the region
- Data sharing between MVS and Sun platforms
- Enterprise back-up and archive solutions for environments such as HP, DEC VMS, DEC OSF, Windows NT, Tandem, etc.
- Enterprise Storage Network (ESN) Solutions
- Storage Area Network (SAN) Solutions
- Network Attached Storage (NAS) Solutions

Why partner with STME?

STME is committed to:

- *Designing and integrating innovative solutions*
- *Achieving technical excellence and ensuring customer satisfaction*
- *Delivering scalable, flexible and superior performing solutions*

GROWING WITH THE REGION

STME Limited is the leading provider of advanced enterprise IT solutions in the Middle East, leveraging over 25 years of experience in serving key regional markets. Established in 1982 in Saudi Arabia, STME has swiftly expanded its operations all over the Middle East and now provides world-class IT services through 14 regional offices located in 10 countries.

Initially offering groundbreaking IT storage solutions to various enterprises, STME has evolved to deliver a much wider range of IT solutions to various company profiles, providing industry-leading services and technologies that enable clients to generate optimum business value from their IT investments. STME offers end-to-end services, from advisory, design, installation, commissioning through to training and technical support.

STME is one of the very few companies that provide world-class support on a 24x7 basis, and is also the only company in the region that audits its implementations, ensuring the highest level of security and reliability for all clients. Moreover, STME's intimate knowledge of the regional industry gives it the edge in terms of providing the most suitable IT solutions that likewise offer maximum flexibility for future upgrade programs according to the evolving requirements of enterprises and the regional business environment.

INTERNATIONAL AWARDS/RECOGNITION

STME pioneered the implementation of enterprise storage solutions in the Middle East and in 2001 became the first IT Company in the region to be awarded the ISO 9001:2000 certification. Other key achievements include:

- 2002 – STME was selected as a finalist for the MEED Business Excellence Awards.
- 2004 – Veritas Partner Program awards STME Master Reseller of the Year
- 2006 – Cisco Partner Summit awards STME 2005 Storage Partner of the Year (GCC)
- 2006 – Cisco Partner Summit awards STME Data Centre Partner of the Year (Gulf, Levant, KSA and Pakistan)
- 2007 – Symantec Middle East & North Africa Partner Summit awards STME Best Partner of the Year
- 2007 – Netapp Global Services Partner Network Authorized Support Partner
- 2008 – Named SUN Systems Partner of the Year in the MENA
- 2008 – HDS Software partner of the year CEEMEAT
- 2008 – Tandberg Excellence Achievement Award APAC/ME and Best solutions Sales Distributor APAC/ME

5. STME Standard Project Management Methodology

Overview

STME offers a wide range of professional services covering the complete requirements from Consultancy and Design through to Implementation and Maintenance.

With the ability to call upon a highly skilled team of technical experts with wide industry experience, we are able to satisfy requests over the whole spectrum of Enterprise Storage and Disaster Recovery.

From a basic Customer enquiry, our Professional Services team will quantify and qualify the Customer requirements and provide a detailed specification and plan to complete the necessary work to satisfy the Customer need.

Professional services include detailed project documentation and access to a complete team of dedicated professionals attuned to industry requirements and motivated by many years of existing customer satisfaction and the desire to provide an outstanding service.

STME have direct access to a wide range of "Best of Breed" products from vendors in the industry and have developed close working relationships with them, therefore partnering with STME places the customer in a valuable and confident position while provisioning professional services to our customers.

STME follows the Project Management Institute (PMI) methodology in all implementation projects.

PMI methodology defines a standard process that includes planning, executing, and monitoring project status while controlling changes to ensure successful project results.

The PMI Project Management methodology comprises over forty four specific tasks divided into five Process Groups. We deploy the most suitable processes that will establish consistency and facilitate continuous improvement.

1. Initiating: Project is authorized and launched.

2. Planning: Project objectives are defined; best course of action is selected.

3. Executing: People and other resources are coordinated to implement the project plan.

4. Controlling: Project progress is monitored; deviations from project plan are addressed.

5. Closing: Formal project completion is accepted; project is officially closed.

The PMI methodology is a proven, reliable approach that ensures projects meet their objectives on time and within budget.

Project Management Benefits:

- Consistent Results: The same methodology is used for each project, ensuring objectives are consistently met on time and within budget.

- Higher Quality: Clear definition of objectives and progress tracking ensure proactive issue resolution and better results.

- Increased Control and Confidence: Regular meetings and status reports keep the customer up-to-date so that they will never have to wonder when they will hit the next milestone.

Phased Implementation

Typically, STME will employ a phased implementation which will break down any project into manageable portions logically divided so as to be able to best utilise the available resources in order to complete the project within the agreed time frame and within budget. As an example of this methodology the phase description below is a sample of the way STME approaches the implementation:

Based on the agreed scope, STME will provide a detailed project plan along with a phase report which is normally finalised after a kick-off meeting between the relevant parties.

Project Phases and milestones

Pre Implementation Phase (Planning)

- Final solution design and Baseline project plan

    - Includes all task details along with delivery schedules.

- Allocate and assign responsibilities to project resources

- Inspection procedure for the pre-requisites of each phase and/or component

- Prepare the acceptance document

    - Includes an agreed Scope of Work (SOW)

- Agree on possible training schedule and attendees

    - If relevant to the project

- Agree on the project issues escalation and communication plan

- Agree on Change Control Procedures

- Agree and sign off the final project plan

Implementation phase (Execution)

- Equipment and / or Software (SW) Delivery

- Hardware (HW) inspection after delivery then sign off

- SW/HW installation and initial testing

- Integration between all components and final testing

- Implementation sign off

Post Implementation Phase (Closure)

- Installation Completion Signoff (ICF)

- Knowledge transfer

- Documentation

- Hand over

- Agreement / discussion on maintenance and support

- Project Final Sign-off and Closure

Based on the above details, STME will implement the agreed solution under full management control and in close communication with all designated parties.

Particular attention will be paid to any changes required throughout the project so that any possible impact can be quantified and communicated to all parties with ample time to ensure the impact is minimized.

Full utilisation of designated communication paths will be employed and regular project meetings will ensure that the project plan is followed and updated relevant to the day-to-day work being completed.

STME uses a variety of reporting tools to communicate the necessary information but can also adapt documents or use Customer documents if that is deemed a requirement during the implementation.

STME follows quality management procedures, as such employs a full procedural suite to document the work in implementation, maintenance and support.

With particular reference to implementation projects, a project number is allocated early in the cycle against which all transactions, orders, work and activities are tracked. We utilise a variety of systems across the company to track the relevant data and are able to produce pre-defined and ad hoc reports against a large set of criteria.

In short, STME takes project management very seriously and regards it as a key component in ensuring successful implementation and a satisfied customer base.

6. STME Standard Support Services / Agreement

STME prides itself on its support services which cover 11 countries across the region. STME's level of support expertise can offer an optional Support service which may complement our vendor / partner phone and online support with a 24x7 365 days a year Call Centre which either solves issues immediately over the phone, or escalates to STME staff for on-site support, or directs and tracks calls to vendors.

STME Support Organization

STME realizes the importance of providing professional and exceptional technical level product support on an ongoing basis, and that this is of paramount concern to our customers.

To address these concerns STME will commit the necessary resources to support the customer with both remote and on-site support when needed as per the purchased SLA.

STME is well versed in ITIL, CoBit and MOF methodologies and works closely with its customers to ensure that such controls are integrated into all of its solutions.

STME uses an approach derived from ITIL, CoBit and MOF when providing support services for its customers.

STME works closely with its customers to provide a support service that meets each customer's specific requirements.

As an example STME has a clearly defined call escalation process. When an incident is logged, it will be passed to STME's incident management system, controls will ensure that all activities are logged, tracked and reported back to the Customer at agreed intervals.

STME Support Service

Proposed solutions by STME may contain support and warranty maintenance provisions from each vendor for the hardware and software components. Managing these contracts and vendors however, can be a complex and time consuming

process. STME support services provides a local single point of contact for STME's Customers to manage support, warranty and maintenance issues

STME as a partner will provide 1st and 2nd level support. Third level support and spares will come from the manufacturer.

The STME Support Service is an Enterprise class call centre based service with support offerings that are designed to deliver predictable, reliable, and responsive support, through a Call Centre which supplies on call and onsite technical expertise 24hours, 7days a week, 365 days a year.

STME will provide the first point of call for any fault or issue with an experienced Technical Consultant available onsite if required. STME will handle all call escalations to level 2 and level 3 resources with many issues being resolved without the need to escalate to our vendor partners. STME's customers have found this service to be invaluable when issues need to be resolved within short time frames for critical systems.

The call centre tracks all calls and provides regular reporting for ongoing call resolution statistics and status information.

STME provides an 800 call centre number ((+971) 8008810) which would then be routed to the appropriate Technical Support personnel that cover all customer sites.

The STME 24x7 call centre provides full call escalation control and follows internal processes and procedures for notification (to users) and escalation (to management) within the Customer organisation. This process will ensure that incidents are resolved within the shortest possible timeframes and that all parties are aware of the issues and informed of the progress.

Providing these interfaces will ensure that STME can maintain and exceed current service levels and ensure the ongoing stability, security and performance of the system

STME Support Staff

STME has a big pool of skilled support team providing 24hours, 7days a week, 365 days a year.

STME's support personnel are based in the region and can support the environment directly. All of STME's qualified engineers have a minimum of 6 years of experience.

STME Support during Deployment

STME may propose activating the support service outlined at the beginning of the deployment to ensure that the highest levels of support are supplied and that all incidents are tracked accordingly. Incidents that require escalation will be escalated to the project team for level 1 and level 2 issues and to the vendor for any level 3 issues encountered.

Service Level Agreement

STME may provide Customized SLA for warranty and post warranty depending on agreement with the customer and as per the customer's requirements. SLAs may include the following optional Support options

- 5 days a week, 9 hours a day, Next Business Day Response Time

- 5 days a week, 9 hours a day, 4 hours Response Time. (Standard)

- 7 days a week, 24 hours a day, 4 hours Response Time

- 7 days a week, 24 hours a day, 2 hours Response Time

- Parts
- Labour
- Customized response time to customer calls
- Periodic Preventative Maintenance Visits
- On-Site visits to resolve critical errors that are not resolved over the telephone
- STME can provide the customer with software updates; these will be in the form of media kits as and when available from the vendor.

STME Call Out & Escalation Procedure

The procedure below is a sample procedure of one of the available STME support options which may apply in the event that the customer calls for STME support on an installed product covered by either Warranty or a current STME maintenance agreement. Time dependent actions described below will occur if problem still exists at the relevant times.

1. The Customer telephones the published STME Support Services Call Centre number for their region.
2. Call Centre personnel take details and allocate to Support Services Engineer (SSE) with the correct skills immediately, if required. The responding engineer will attempt

to resolve the issue over the phone or by WEBEX if appropriate. If this is not possible, the call will be attended by the appropriate engineer, unless agreed otherwise with the customer. The details of the call will be recorded in the Customer Support Activities Database (CSAD please refer to the CSAD WI for full details)

3. Where required, an STME SSE will arrive onsite as soon as possible, but not later than 2 hrs from the initial call, unless agreed otherwise with the customer, recording the time of his arrival. At this point the escalation clock starts ticking.

4. The attending SSE will investigate the issue and will determine which further resources are required to resolve the issue. He will define the severity of the call, based upon the conditions and requirements at the customer site. The following definitions will be applied:

   - ➢ *__Severity 1__*   **- Customer Down**
   - ➢ *__Severity 2__*   **- Customer Systems affected**
   - ➢ *__Severity 3__*   **- All other calls.**

Where appropriate, partner escalation procedures will be initiated as applicable to the fault call.

Severity 1 Calls

All Severity 1 calls will be dealt with using the procedure below:

1. +00 minutes Call Centre notifies Support Services Manager (SSM) of the existence of a Sev 1 case. The Call Centre will ensure that an appropriate CSAD record exists to cover the call and that it is updated with current information as and when it becomes available.

   Appropriate engineer travels to site.

2. **+30 Minutes** after arrival onsite, – The attending SSE will call his Support Services Manager (SSM) with initial assessment. SSM will then take ownership of the problem and coordinate future actions including contacting the relevant Product Specialist (PS), where appropriate. The SSM will also inform the Customer Account Manager of the situation. The PSM will be responsible for the creation of a technical action plan to resolve the issue, if appropriate.

3. **+60 Minutes** after arrival onsite, or sooner if necessary – the onsite SSE will raise a case with the appropriate Vendor technical support, providing them with all relevant information. The SSM and PSM's contact information will be included in the Vendor case details.

   SSM will escalate the call to the Manager Field Support Group (MFSG). MFSG will contact Vendor Support management for further escalation as appropriate. CSAD

will be updated by MFSG with current information as and when available. MFSG will inform Director Support Services (DSS) of call status.

4. **+2 Hours** after arrival onsite – DSS will inform the Director Sales (DS), Chief Operating Officer (COO) and Chief Executive Officer (CEO) of the ongoing situation and call status.

5. Work will continue until resolution of the call with all STME personnel involved taking relevant actions as and when appropriate. All call details will be recorded in CSAD as a matter of course.

Severity 2 and 3 Calls

If a call is defined as Severity 2 or 3, the escalation procedure will be dependent upon a plan agreed with the customer. In addition to the agreed plan, there will be default escalation times for updating STME management with relevant information about the open call. CSAD is programmed to escalate calls automatically. By time, to specific STME personnel in order that local management of the call is handled efficiently and within an agreed timeframe.

Open Calls will be escalated within STME according to the following table:

Severity Level	Update Frequency	To Whom
1	As previously defined in this procedure, plus 2 hourly intervals after 2 hours.	All management personnel as per previously defined procedure
2	12 Hourly	SSM, Sales Account Manager, PSM, MFSG
3	Weekly	SSM

In all cases, the SSM will be responsible for ensuring that appropriate STME personnel are kept informed of relevant status of open calls.

Call Responsibilities

Position	Responsibilities
Support Services Engineer(s) (SSE)	Liaison with Vendor Technical Support All practical work related to the call Liaison with and reporting to SSM CSAD Update
Support Services Manager (SSM)	Overall responsibility and ownership of the call Call Management including: ❖ Call resourcing ❖ Customer Liaison ❖ Internal Escalation as appropriate ❖ CSAD Update ❖ Liaison with PS ❖ Liaison with MFSG ❖ Liaison with Sales Account Manager
Product Specialist (PS)	Technical Action Plan Liaison with Vendor Call Coordination with SSM
Manager Field Support Group (MFSG)	Liaison with SSM Liaison with PS Liaison with Vendor support Management Liaison with Customer
Director Support Services (DSS)	Liaison with STME Management Liaison with Customer
Sales Account Manager	Liaison with Customer

Case Severity Details

Severity	Definition	Performance Target
1	Major fault causing serious disruption (crashed and/or data corrupted) to business activity and preventing use of the system for the purposes it was designed in accordance with the specifications, and there is no workaround available	As per published Severity 1 escalation detail
2	Significant fault -causing the System not to operate in accordance with the specifications but still usable with difficulty and/or some disruption to business activity (e.g. by means of a "work- around" solution).	A plan will be agreed with the customer and targets set for call resolution. The call will be tracked using CSAD and relevant STME and Customer personnel will be advised as to call status as and when appropriate. CSAD will automatically escalate the call within STME appropriate to the case. SSM will update relevant parties every 24 hours with case status
3	Minor fault - causing the System not to operate completely in accordance	A plan will be agreed with the customer and targets set for call resolution. The call will be tracked using CSAD and relevant

with the specifications but with no disruption to business activity (i.e. there is workaround). All other requests for service such as queries, patch release, product enhancement and concerns.	STME and Customer personnel will be advised as to call status as and when appropriate. CSAD will automatically escalate the call within STME appropriate to the case SSM will update relevant parties weekly with case status

STME SERVICE LEVEL AGREEMENT (SLA)

PROBLEM SEVERITY PRIORITIES

The following Severity Priorities are to be used as standard in this SLA. CUSTOMER shall specify the Severity Priority of each Program Problem.

Severity Priority	Description
1	* A "system down" or product inoperative condition that is impacting the production system. That is, no work can be performed or processing capability is so limited that the function cannot be performed and a manual or alternate work-around is not available. * Priority 2 items which have been escalated to Priority 1.
2	A suspected high-impact condition associated with the product. That is, processing capability is limited and the problem has some significant adverse impact on the client. Client has some manual or alternate work-around.
3	An intermittent or low-impact condition associated with the product, or a question concerning product performance.

Escalation Matrix

Service	STME Responsibility	CUSTOMER Responsibility	Availability	Response Time	Resolution Time
Fix request of Severity Priority 1 Problem	STME Call Centre STME Technical staff	Designated liaison personnel	At All Times through STME Call Centre	Within 4 working hours of logging the Problem	Work will progress continuously 24 hours a day, 7 days a week until a suitable resolution or workaround is provided
Fix request of Severity Priority 2 Problem	STME Call Centre STME Technical staff	Designated liaison personnel	At All Times through STME Call Centre	Within 4 working hour of logging the Problem	Based upon issue complexity resolution can have a wide range of time associated with analysis and problem solving, however, this process is normally accomplished within several business days of logging the problem
Fix request of Severity Priority 3 Problem	STME Call Centre staff STME Technical staff	Designated liaison personnel	During Standard Hours	Within 2 working hours of logging the Problem	Normally on the next patch release for the product

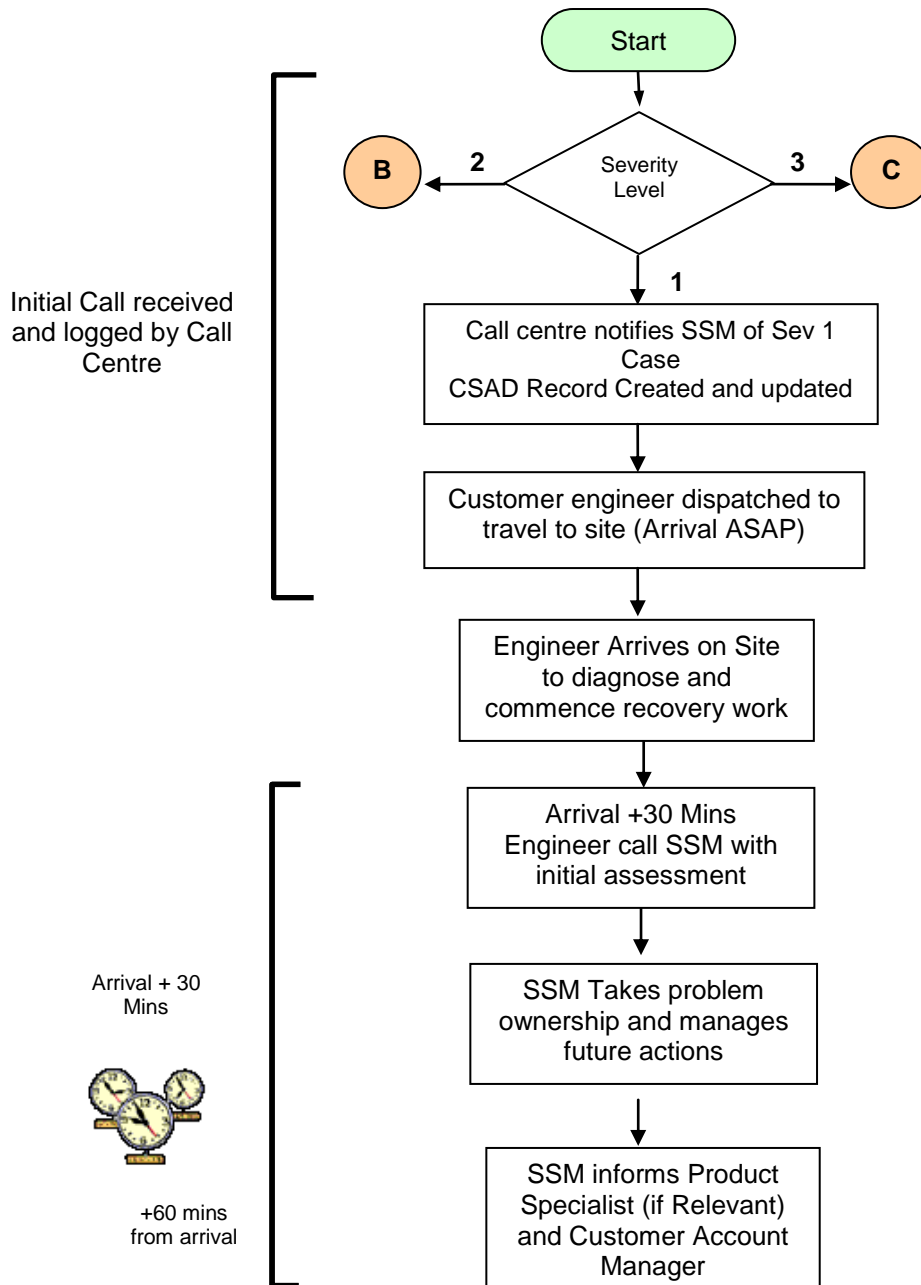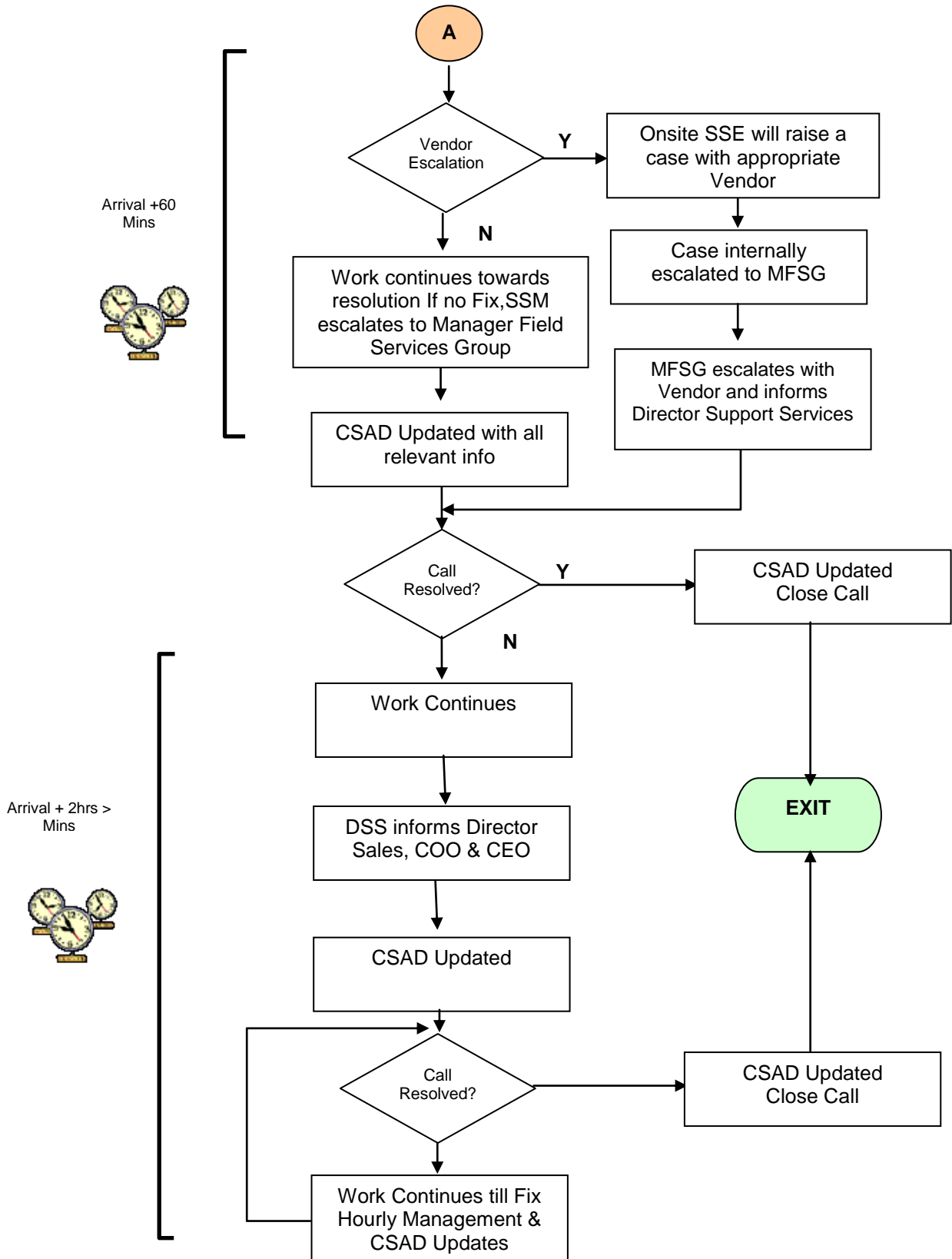| Service	STME Responsibility	CUSTOMER Responsibility	Availability	Response Time	Resolution Time
Change or Enhancement request	STME Call Centre staff STME Technical staff	Designated liaison personnel	During Standard Hours	Within 2 calendar days of logging the request	As agreed mutually
Availability of STME Technical Staff for on-site investigation	STME Technical Staff	Designated liaison personnel	On request	Within 2 calendar days of logging the request	As agreed mutually
Availability of STME Technical Staff for on-site installation or upgrade	STME Technical Staff	Designated liaison personnel	On request	Within 2 calendar days of logging the request	As agreed mutually
Data Conversion and Migration Utilities	STME Technical Staff	Designated liaison personnel	As required	Within 2 calendar days of logging the request	As agreed mutually
Delivery of software	STME Technical Staff	CUSTOMER authorised staff for goods receipt	As required	N/A	As agreed mutually

Service	STME Responsibility	CUSTOMER Responsibility	Availability	Response Time	Resolution Time
Remote Access to CUSTOMER Network	STME Technical Staff	CUSTOMER Technical staff	On request	As required, depending on Severity Priority of Problem	N/A

Escalation Procedure Flow Chart

Initial Call received and logged by Call Centre

Start

Severity Level

B — 2

C — 3

1

Call centre notifies SSM of Sev 1 Case
CSAD Record Created and updated

Customer engineer dispatched to travel to site (Arrival ASAP)

Engineer Arrives on Site to diagnose and commence recovery work

Arrival +30 Mins
Engineer call SSM with initial assessment

SSM Takes problem ownership and manages future actions

SSM informs Product Specialist (if Relevant) and Customer Account Manager

Arrival + 30 Mins

+60 mins from arrival

A

Vendor Escalation —**Y**→ Onsite SSE will raise a case with appropriate Vendor

N

Arrival +60 Mins

Work continues towards resolution If no Fix, SSM escalates to Manager Field Services Group

Case internally escalated to MFSG

MFSG escalates with Vendor and informs Director Support Services

CSAD Updated with all relevant info

Call Resolved? —**Y**→ CSAD Updated Close Call

N

Arrival + 2hrs > Mins

Work Continues

DSS informs Director Sales, COO & CEO

CSAD Updated

Call Resolved? → CSAD Updated Close Call

Work Continues till Fix Hourly Management & CSAD Updates

EXIT

![STME - One Smart Solution]

Severity 2 Calls

B

Plan Agreed with Customer for call resolution. CSAD record updated as relevant

↓

Work continues on Issue till resolution Internal Escalation within STME handled through CSAD

↓

SSM to update relevant parties with all info every 24 Hours CSAD updates as per work done

↓

Call resolved? — **N**

Y

Severity 3 Calls

C

Plan Agreed with Customer for call resolution. CSAD record updated as relevant

↓

Work continues on Issue till resolution Internal Escalation within STME handled through CSAD

↓

SSM to update relevant parties with all info weekly CSAD updates as per work done

↓

Call resolved? — **N**

Y

CSAD Updated Close Call
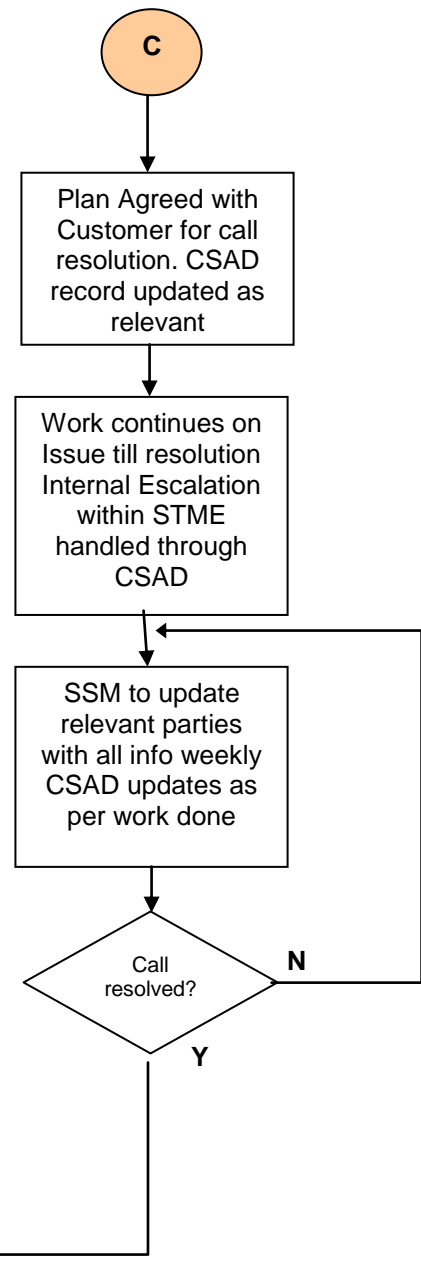
↓

EXIT

STME other services

Professional Services

STME has been the first IT company in the Middle East to be awarded the ISO 9001:2000 certification for the company's world-class portfolio of professional services, which are grouped into two divisions: Consultancy and Managed Services.

- **Consultancy** – includes storage audit, backup audit and IT infrastructure audit, which all exclusively utilise STME technology and manpower. Also part of the Consultancy portfolio is **business continuity** and **disaster recovery (BCP/DR)**; STME has partnered with 'Sunguard' to offer the highest level of BCP/DR services.

- **Managed Services** – Enable clients to focus on the strategic issues of IT in their core business, while STME provides seamless management of the technology necessary to release the power of their assets. STME's Managed Services include **Technical Residency Services** and **Remote Infrastructure Management Services (RIMS)**. Technical Residency Services are designed to improve the efficiency of our clients' IT division through STME's senior engineers and consultants who will augment our clients' existing IT teams and provide the required in-house professional expertise for a specific project or on an ongoing basis. **STME's Technical Residents** are highly qualified with skill sets built around STME's core strength in data storage. Our expertise also extends in other key areas such as **Storage Management**, **Backup and Recovery**, and **High Availability**. **Residency Services** are delivered under an SLA or on a fee-for-service basis, determined by the role of the consultant and the length of the engagement.

  As part of STME's Global Support division, the **Technical Resident** has access to a wealth of technical knowledge base and up-to-date best practices. Aside from delivering cost-saving value related to training, retention and payroll, this type of service increases our clients' operational efficiency as they are able to focus key IT resources on strategic initiatives. Moreover, customers will gain considerable competitive advantage by having the right resources readily available when needed.

  RIMS provides round-the-clock monitoring and management of the critical systems and services in the data centre. The RIMS package includes **24-hour monitoring** from the Remote Management Center (RMC); **24-hour incident logging** – **Level 1,2,3 Support; onsite support; alerting; reporting; incident tracking;** and **SLA Management**. RIMS offers a wide range of strategic advantages and value-added incentives to clients, including **continuous monitoring** of the IT infrastructure;

proactive identification and problem resolutions – QoS; reduced operations cost; and greater flexibility to use internal resources for various strategic initiatives.

- **Customized Trainings** - STME gives special focus to training, and has created a portfolio that aims at addressing business needs, Increasing ROI and facilitating the achievement of strategic objectives related to IT infrastructure solutions and operational efficiency.

  As part of its commitment to further empower its partners and improve their overall competency in operational management (IT operation and Infrastructure), STME provides training on frameworks that focus on these procedures, examples are the ISO 20000, CobiT and ITIL (in its three levels: Foundation, Practitioner's and Manager's certificate), and others. Training partnerships with Key manufacturers deliver specific trainings on Hitachi Data Systems, NetApp, Cisco, Symantec, Sun and others, allowing partners to have more equipped and productive resources

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