



Cloud Services Support Guide



Premier Cloud Provider for IBM i and AIX



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Introduction

The purpose of the document is to define the technical support procedures and escalation paths along with providing key CloudFirst contact information.

Technical Support

CloudFirst provides 7x24 technical support to our clients for Severity 1 requests on most solutions. Support requests are assigned a unique case number with an automated confirmation email sent to the client contact(s).

**Normal Business hours are from Monday to Friday, 9:00 AM to 5:00 PM, Eastern Time*

Please use the following steps to initiate a support request.

1. Severity 1 Support Request

Emergency support requests should be initiated through the main support number:

877-525-4477

To expedite service requests, do not call or email Service Team members directly

2. Severity 2 & 3 Support Requests

Standard cases are opened through our Client Portal.

Client Portal: **Clientportal.Cloudfirst.Host**

(Enter your email address to receive a link to continue the case creation process).

For inquiries and non-service requests email **Support@Cloudfirst.host** -

Request responses are handled in accordance with the following Support Matrix.

Support Matrix

Severity	Situation / Example	Targeted First Response	Targeted Resolution
Level 1	Service Down	Within 1-15 Minutes	Within 2 hours
Level 2	Service Request	Within 1-2 hours	Within 8 hours
Level 3	Support Assistance	Next business day	Next business day

Severity Descriptions

Severity Level 1 (Critical) - Critical Issues, Loss of Service, System Down or Inaccessible

Severity Level 2 (Major) - Service Available: Issue may impact performance or redundancy

Severity Level 3 (Minor) - Low Priority: Service Assistance, Changes or Information Request

Checking your Service Case status

Check the status of a case by logging into our Support Portal Clientportal.CloudFirst.host
Enter your email address to receive a link to log and search by case number.

The CloudFirst Service Team or the client may update cases with comments or attachments. You will receive an email notification when a new comment or attachment has been added to a case. Upon resolution, you will receive an email providing a final overview, requesting acknowledgment that the case was completed to your satisfaction.

Solution Descriptions

ezHost	Hosted Resources and Infrastructure (IaaS)
ezAvailability	High Availability Services (Replication)
ezRecovery	Disaster Recovery Services (DRaaS)
ezVault	Cloud Backup and Restore Services
ezSecurity	Network and Security Services

Technical Support Escalation Process

CloudFirst is committed to providing excellent and timely support to our clients. An escalation may be initiated after working through the support process and timelines have not been met.

To escalate a Case, call our main support number: **877-525-4477**. When calling have any relevant case numbers and information available.

If at any point you are not satisfied, you may initiate further escalation by contacting the escalation distribution group: [**Supportescalation@CloudFirst.Host**](mailto:Supportescalation@CloudFirst.Host)

Data Center Addresses

Hawthorn (HWT)

11 Skyline Dr.
Hawthorn NY, 10532

Marlborough (MRL)

34 St. Martin Dr. Ste. 17
Marlborough, MA 01752

Raleigh (RTP)

99 TW Alexander Drive
Durham, NC 27709

Dallas (DA2)

820 Allen Commerce Pkwy
Allen, TX 75013

Toronto (TOR)

431 Horner Ave.
Toronto, Ontario M8W 4W3

Barrie (BAR)

612 Welham Rd.
Barrie, Ontario, L4N 8Z8

Headquarters and Technical Offices

Administration

48 South Service Road
Suite 203
Melville, NY 11747

Technical Center Metro

48 South Service Road
LL90
Melville, NY 11747

Customer Authorization List

Purpose

The purpose of the document is to provide CloudFirst with a list of employees and their approved authorization levels as related to your CloudFirst services. In many cases, not all fields will apply to your type of service. Please ignore non-applicable fields.

Procedure

This list must be submitted to CloudFirst from an authorized employee via email to Technical Support at Support@CloudFirst.Host or the Account Manager. Changes to the list may be made by an authorized employee via phone to the Account Manager.

Company Name:

Address:

Street:

State:

City:

Zip:

Authorized Contacts

Please carefully review each authorization list choice to be certain it applies to your particular service.

Full Name	Email Address	Phone	Service Requests	Add & Changes	Recall Backup Data
Name	Email	Phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Name	Email	Phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Name	Email	Phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Name	Email	Phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Name	Email	Phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Name	Email	Phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Name	Email	Phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Exhibit B- Move, Add, Change Request Form (MACR)

Purpose

The purpose of the document is for the client to provide information regarding a move/add or change request to their current solution configuration. Items considered as a move/add or change would include: the addition of a new server or expanding resources, adding, or changing system values, adding, or changing backup sets, adding, or changing network configuration. The request should be initiated via the Client Support Portal and opening a case or contacting your Account Manager.

Procedure

This form must be completed by the client and reviewed by CloudFirst to identify if the request is covered under their current service agreement. Once submitted this will be reviewed by CloudFirst and the client will be notified if there is an additional fee and when the request can be scheduled with technical services.

Company Name:

Address:

Street:

State:

City:

Zip:

Requester:

Name:

Title:

Email:

Phone:

Request Details:

CloudFirst Approval:

Billing Required:

Scheduled Data to Required: