



# Igneous Support Policies

The information below outlines policies and guidelines adopted by Igneous to ensure that customers get the most out of their Igneous software. We may add, change, or remove policies at any time without notice. If you have a question about any of these policies send them to [help@igneous.io](mailto:help@igneous.io).

## As-a-Service Description

Igneous software is licensed and operated “as-a-Service”. The service includes the following defined level of support provided to all customers as an integral part of their license.

1. Access to the Knowledge Base which includes information about how to deploy Igneous instances, NAS and policy setup guides, and information about the Igneous API.
2. Proactive system health monitoring - Igneous will continuously monitor the system to ensure that
  - a. The software is up and running;
  - b. The Igneous on-premises instance(s), Igneous cloud, and configured sources and targets are available on the network;
  - c. Configured sources and targets are responding appropriately to Igneous.
3. Proactive troubleshooting and remediation of service failures or degradation - Upon detection of a problem with the system, Igneous will attempt to determine the cause and, if the cause is within the Igneous software, will proactively correct the problem. The customer will be notified if the problem affects any process or task scheduled or requested by the customer. This does not include task failures caused by problems outside of Igneous software.
4. Automatic Software Updates - Igneous will update the software in customer instances and in the cloud to add new features, improve performance, or improve stability or security.
5. Proactive capacity monitoring - for customers with on-premises Igneous storage, Igneous will monitor the capacity of the system and alert the customer when available free space falls below certain thresholds that impact system performance or task completion.
6. Igneous managed tasks - Igneous will perform data or system management tasks on the customer’s behalf when those tasks are not directly supported in the UI or API.
7. Proactive hardware monitoring - Igneous will monitor hardware purchased specifically for hosting Igneous software and/or associated storage for component failures and will notify the customer if they should contact the manufacturer or organization supporting the hardware.

# Service Level Agreement (SLAs)

## Severity Levels

Igneous recognizes the following severity levels for errors:

- Severity Level 1 - Loss of contact with any on-premises instance, inability to perform system backups; data is unavailable for restore; the data returned is incorrect, or an application is unable to write data to the Igneous system.
- Severity Level 2 - Everything else.

## Response Times

For Severity Level 1 problems, initial response will be within two (2) hours of the customer reporting an issue. Timely status updates will be provided as Igneous works 24 hours a day, 7 days a week to resolve the issue.

For Severity Level 2 problems, the initial response will be within the next business day of the customer report, during regular business hours. A resolution plan will be communicated within three (3) business days.

Hardware issues will be handled by the manufacturer according to the service contract purchased by the customer.

## Getting Support

### Knowledge Base

Igneous maintains a knowledge base that contains the most up-to-date information about deploying Igneous VM instances, configuration of network connections including proxies, managing source systems, creating policies, the Igneous API, release notes, and much more. This is the first and fastest way to get help on the most common tasks. The knowledge base is located at <https://kb.igneous.io>.

### Create a support request

Customers can create a support request directly from their Igneous dashboard by clicking the Help link in the lower left corner of every page. From the help page, you can report an issue, request a feature, ask a question or provide feedback, or go to the knowledge base. This is the

preferred method for requesting support since the request will automatically include information about the system and who is making the request.

Customers may also contact support by sending an email to [help@igneous.io](mailto:help@igneous.io).

All support requests directly alert our support engineering team. All support requests are evaluated for severity and responded to according to the response times above.

## Additional Services

With Igneous DataProtect providing backup and archive services, and with Igneous DataDiscover providing data visibility, data managers have the tools they need to find the right balance between protection, growth and availability. Igneous can help with the other challenges too – mixed-vendor NAS environments, cloud storage, tape vs. cloud for archive – even when there are so many options it may not be immediately clear as to which is best for any particular organization or use case.

Igneous has hundreds of years of combined data management experience on staff. We've seen what works and what doesn't in a lot of environments in a lot of industry verticals. Chances are, we've seen the problems you are encountering in your environment. We can help you navigate the options for solving them.

Igneous offers the following services:

- Cloud Offerings Consulting - Let Igneous storage and cloud help you find the most cost-effective and operationally efficient ways to utilize public cloud services in your everyday workflows.
- Custom Integration Consulting - Igneous APIs allow you to customize how you manage your data and still utilize Igneous' ultra-fast scanning, indexing, and data movement. Or, maybe you have a very unique data migration or workflow that you need help integrating into your overall data protection scheme. Igneous can help.
- Data Management Consulting - Engage Igneous to help you solve your most difficult and perplexing data management challenges. We've seen just about everything and can help you avoid pitfalls on your unique challenges.

Contact us to get a quote for your project.