

# Uptime

Blue Coat security solutions



## What makes Uptime tick?

Uptime is made up of a number of service elements, which all work together to minimise downtime and assure business continuity. Similarly a watch is driven by its cogs, which work together to keep time and to keep the watch ticking.

### **Multi-vendor management**

Procures and manages Underpinning Contracts (UCs) with multiple global and regional vendors. The agreements that Dimension Data has in place with vendors allows us to provide you with a single interface for the support of all technologies covered by your Uptime contract.

### **Incident management**

Enables quick and accurate diagnosis of a reported incident and the necessary steps to resolution, thereby minimising downtime.

### **Service levels**

Ensures incidents are resolved quickly and within an agreed timeframe. A real benefit of choosing Uptime is the service level flexibility and you can choose from a number of service levels that suit your specific needs.

### **Parts to site**

Parts to site is a logistics service that provides you with replacements for your faulty hardware.

### **Engineer to site**

Provides for dispatching an engineer to your site when our resources are unable to resolve the incident remotely.

### **Services portal**

Provides you with access to a web-portal that enables you to log requests, query request status and view contract information and reports.

### **Subscription services**

Procures and renews your vendor subscription services, ensuring that your environment is optimised and functioning efficiently.

### **Service level management**

Provides information that improves the stability of your infrastructure and the quality of our service delivery. Service level management provides specialised reports as well as service management reviews, with recommendations on how to further decrease downtime in your environment.

### **Licence renewal**

Reminds you when “right of use” licences are up for renewal so that you are not burdened by the responsibility of tracking multiple renewal dates and don't run the risk of not having access to a service – due to late/non renewal.

### **Moves, adds, changes and deletes**

Keeps your technology environment up-to-date with the constant moves, adds, changes and deletes and frees up your internal resources to focus on running your business.

### **Consultant on call**

Provides specialised, telephonic support for issues not related to a logged incident, such as configuration advice.

### **Site-based services**

Guarantees the ultimate responsiveness to incidents, by stationing an engineer/s as well as spares at your premises. We will arrange that the engineer/s are trained and informed and that their specific tasks are defined in consultation with you.

### **Assessments**

Include performance of and reporting on a pre-determined assessment service.

## Purpose of this technology addendum

This addendum is intended to be read in conjunction with Dimension Data's generic Uptime service description. The generic Uptime service description provides a functional overview of Uptime – Dimension Data's leading IT support service. It explains all of the deliverables associated with the Uptime service and clarifies the responsibilities we assume to provide the Uptime service. All services specified in the generic Uptime service description may not be available on all products and/or in all global territories.

The Uptime service elements described in this addendum are specific to the single technology vendor and the specific product group identified on the cover page. This addendum specifies the service elements that are applicable to this particular vendor's product group in the identified Dimension Data territory and elaborates, where necessary, on the details contained in generic Uptime service description. service elements identified in the generic Uptime service description that are not also identified in this addendum are not available for the particular vendor's product group specified on the cover page in the Dimension Data territory that this addendum applies to.

Information in this addendum supersedes the information in the generic Uptime service description. Please contact your Dimension Data representative for a copy of the generic Uptime service description.

## Uptime for Bluecoat security solutions

This is the Uptime for Bluecoat Security solutions addendum to the generic Uptime

service description. The information contained here, builds on the information contained in the generic Uptime service description by listing the service elements that are applicable to the **Bluecoat**

### security solutions products installed within the United States and Canada.

It should be studied in conjunction with the generic Uptime service description, which describes all the service elements in detail.

## 1. Uptime for Bluecoat Security Solutions at a glance

service element name	high level deliverables	available
<b>Multi-vendor management</b>	<ul style="list-style-type: none"> <li>Multi-vendor and third-party support administration</li> </ul>	✓
<b>Incident management</b>	<ul style="list-style-type: none"> <li>Call management</li> <li>Telephonic technical support</li> <li>Online diagnostics</li> <li>Escalation management</li> <li>Access to vendor support</li> </ul>	✓ ✓ ✓ ✓ ✓
<b>Service levels</b>	<ul style="list-style-type: none"> <li>Incidents are handled within an agreed timeframe</li> </ul>	✓*
<b>Parts to site</b>	<ul style="list-style-type: none"> <li>Parts dispatched to client site</li> </ul>	✓
<b>Engineer to site</b>	<ul style="list-style-type: none"> <li>Engineer dispatched to client site</li> </ul>	✓
<b>Services portal</b>	<ul style="list-style-type: none"> <li>Access to web-based portal</li> </ul>	✓
<b>Subscription services</b>	<ul style="list-style-type: none"> <li>Access to maintenance patches</li> <li>Access to software upgrades</li> <li>Access to security profile updates</li> <li>Update mechanism support</li> </ul>	✓*^ ✓*^ ✓*^ N/A
<b>Service level management</b>	<ul style="list-style-type: none"> <li>General service level management</li> <li>Pre-determined number of consolidated service reports</li> <li>Pre-determined number of review meetings</li> </ul>	✓ ✓ ✓
<b>License renewal</b>	<ul style="list-style-type: none"> <li>License renewal calendar management and notification</li> </ul>	N/A
<b>MACDs</b>	<ul style="list-style-type: none"> <li>Ad-hoc tasks utilising pre-paid service units</li> <li>Quarterly service unit usage report</li> </ul>	✓*^ ✓*^
<b>Consultant on call</b>	<ul style="list-style-type: none"> <li>Telephonic technical support for non-incident requests</li> <li>Quarterly service unit usage report</li> </ul>	✓*^ ✓*^
<b>Site-based services</b>	<ul style="list-style-type: none"> <li>Engineer situated onsite</li> <li>Spares situated onsite</li> <li>Pre-determined non-incident-related engineering tasks</li> </ul>	N/A N/A N/A
<b>Assessments</b>	<ul style="list-style-type: none"> <li>Conduct and report on pre-determined number of assessments</li> </ul>	✓*^

\* Please refer to additional details in sections below.

^ Indicates that additional charges for this service element may apply.

## 2. Service levels

The service levels that are provided for Bluecoat security solutions **in the United States and Canada** are listed in the

table below. Where the definition of a service level differs from its description in the generic Uptime service description, the differences are described in the notes that follow the table. For server based software

application products, only the remote support service level applies. Restoration of server based software application products is described in greater detail below.

		business continuity level				
		Remote support	Ship**	Replace**	Reconfigure**	Restore**
Service calendar and commitment	8* x 5 x NBD^	✓***	✓	✓****	✓****	✓
	8* x 5 x 4	✓***	✓	✓****	✓****	✓
	24 x 7 x 4	✓***	✓	✓****	✓****	✓
	24 x 7 x 2	N/A	N/A	N/A	N/A	N/A
	Software	✓	N/A	✓	✓	✓

\* Business hours in US/Canada are between 8am and 6pm Monday to Friday excluding National and State Public Holidays

\*\* Can be offered as a Response commitment only in the US/Canada

\*\*\* Cannot be purchased separately, only included in the Restore service level

\*\*\*\* Cannot be purchased separately, Included as part of the Ship or Restore service level

^ Next business day

### Service level pre-requisites

All Uptime service levels offered for Bluecoat security solutions have a number of pre-requisites that you must facilitate or provide:

- **Remote access:** Our technical support team needs remote access to the Bluecoat software configuration items during the contracted service calendar at all times to ensure our service level commitment to you. Our technical support team will work with you to set-up a secure remote connection that meets your organisations security policy
- **Visibility of infrastructure elements:** Our technical support team needs to have visibility of the infrastructure elements connected to the Bluecoat solution in order to make the correct incident diagnosis
- **Back-up configuration:** Our technical support team needs to be able to access and use the last known working back-up of your Bluecoat solution

### Remote support

Remote support is not available for separate purchase but is incorporated into the Ship and Restore service levels.

### Replace and Reconfigure

Replace and Reconfigure services are not available for separate purchase but are incorporated into the Restore service level.

### Result commitment

The Uptime Result commitments are not available for Bluecoat security solutions in the United States and Canada.

### Restoration of server based software application products

Service levels are not supported for server based software application products. Dimension Data commits to providing you with support for server based software application products covered under your Uptime contract. If the restoration requires the dispatch of an engineer to site or the re-installation of the application, the service is provided as follows:

- **Response time:** Restoration of software applications is provided on a reasonable effort basis and is not governed by a service calendar commitment
- **Time and materials:** The time required to restore the application to service will be deducted from your MACD retainer contract if purchased. Alternately, the time required to restore the application to service may be charged on a time and materials basis and invoiced separately.

### Next business day

The Next Business Day (NBD) commitment is only applicable until 3pm EST of the current business day. i.e. only incidents logged at/before 3pm EST can be guaranteed to be actioned before the end of the next business day.

**For further clarification on these exceptions, please consult your Dimension Data account representative.**

### 3. Subscription services

For hardware products within the Bluecoat's security solution configuration items, access to updates, patches and minor or major feature releases will be made available to you in our service level commitment upon your request, and do not require the procurement of additional subscriptions.

Some products may require the purchase of a separate subscription in order for you to have access to major software releases or security profile updates. If these subscriptions are purchased with your Uptime service Dimension Data will activate these subscriptions. Prior to the expiration of the required subscription, Dimension Data will provide you with notification of in the form of a renewal quote. Implementation of updates, patches and minor or major feature releases for non-incident related service requests is available with the purchase of a MACD retainer service element.

Examples of products where the purchase of an additional subscription is required include:

- Bluecoat Web Filter
- Blue Coat 3rd Party Anti-Virus (when purchased through Blue Coat)

### 4. MACD & consultant on call services

MACD's within the US and Canada are purchased as a prepaid retainer. Charges against the retainer will be assessed based upon:

- The type of service requested (Normal or urgent)
- The timing of the work (normal business hours, after hours, weekends)
- The level of expertise required
- Whether the work is done remotely or onsite

For the MACD Service the following conditions apply:

- The activities will take no longer than 4 hours to complete
- A minimum of 2 hours will be allocated per incident for remote incidents

- A minimum of 4 hours will be allocated per incident for onsite incidents
- Repeatable activities may be grouped under one MACD request. The total number of hours for repeatable activities will not exceed 16 hours
- The activities can be executed within an agreed service calendar
- The activities can start immediately after arrival on the agreed time
- No risk/impact analysis is needed
- No scoping of activities is needed and/or no project plan has to be written
- The client remains responsible for all activities carried out as part of our MACD service
- Consultant on call requests are handled in the local country time zone(s) only

MACD and Consultant on call service dollars are valid for 12 months, after this period they will expire.

### 5. Assessments

As part of your Uptime service, Dimension Data is able to perform an architecture and security configuration assessment for your Bluecoat infrastructure. This assessment can be conducted offsite or onsite and examines the architectural design and configurations on the targeted Blue Coat infrastructure. From this we can provide advice and recommendations for an optimised and secure solution.

**Bluecoat architecture and security configuration assessment** offers your organisation a view of the configuration and architecture of its currently deployed Blue Coat infrastructure. We will analyse the specified Blue Coat device to validate its configuration and its integration into your network environment. This analysis will allow us to provide recommendations to your organisation that will improve the performance and security of your Blue Coat installation.

The implementation of remedial actions recommended as a result of this assessment is excluded from this service element. The implementation of the recommendations can however be performed as part of a separately billable professional service.

### 6. Service establishment

To initiate the supply of our Uptime service for Bluecoat security solutions you are required to provide Dimension Data with a purchase order for the agreed price as specified on our quote which identifies all covered products and service levels. If a master agreement is in effect between our companies then such agreement will govern your purchase of Uptime. If no master agreement applies then Dimension Data's standard term and conditions apply.

Dimension Data will provide you a template for the collection of the details of the configuration items and software to be covered under Uptime and their allocated service levels, service level commitments and service calendars.

Dimension Data will then, in consultation with you, verify the correct and proper operational status of the configuration items and software and their ability to be supported under Uptime. Any deficiencies or issues found in the configuration items and software may require additional work to be performed in order to bring the configuration items to a level maintainable by Dimension Data.

Dimension Data can work with you to address these deficiencies or issues at an additional charge.

#### Services portal establishment

Dimension Data creates and configures a customized service portal with all relevant client and service information. During service establishment, the client verifies the correctness of the information presented in the service portal and informs Dimension Data of any changes.

Access to the service portal is through the client's internet access. Dimension Data enables logins and informs the client of the relevant details for users via the completed Service Portal Access Form.

The client is supplied with a soft copy of the service portal user guide. If requested, Dimension Data may provide training sessions for an Additional Charge.

Upon completion of service establishment, Dimension Data will provide you with a welcome pack detailing aspects of service delivery.

## 7. Products in scope

The Bluecoat products supported under Uptime for Bluecoat security solutions include the following hardware and software products that have not been classified as end-of-service by Bluecoat. Your Dimension Data quotation will indicate for which items you have purchased Uptime service and the associated service levels. Please consult your account representative for the support offering for your specific network configuration items or other general categories of configuration items not listed below.

- Bluecoat Proxy SG (including SSL Card and License)
- Bluecoat Mach 5 SG (including SSL Card and License)
- Bluecoat Director and Reporter
- Bluecoat AV licenses (Bluecoat components only)
- Bluecoat Proxy licenses (Bluecoat, Secure Computing, ISS, Optenet, Webwasher, Surf control)

**MIDDLE EAST & AFRICA**

ALGERIA • ANGOLA  
BOTSWANA • GHANA • KENYA  
MOROCCO • NAMIBIA • NIGERIA  
SAUDI ARABIA • SOUTH AFRICA  
TANZANIA • UGANDA  
UNITED ARAB EMIRATES

**ASIA**

CHINA • HONG KONG  
INDIA • INDONESIA • JAPAN  
KOREA • MALAYSIA  
NEW ZEALAND • PHILIPPINES  
SINGAPORE • TAIWAN  
THAILAND • VIETNAM

**AUSTRALIA**

AUSTRALIAN CAPITAL TERRITORY  
NEW SOUTH WALES • QUEENSLAND  
SOUTH AUSTRALIA • VICTORIA  
WESTERN AUSTRALIA

**EUROPE**

BELGIUM • CZECH REPUBLIC  
FRANCE • GERMANY  
ITALY • LUXEMBOURG  
NETHERLANDS • SPAIN  
SWITZERLAND • UNITED KINGDOM

**AMERICAS**

BRAZIL • CANADA • CHILE  
MEXICO • UNITED STATES