TECHNICAL SUPPORT

— Attention, responsiveness and precision —

CONTACT OUR TECHNICAL SUPPORT

> **By email:**
• support@esii.com

> **Through our online platform, with creation of a user account:**
• https://www.esii.com/fr/page/support

> **By phone:**
• from 8 a.m. to 6.30 p.m. (GMT+1) from Monday to Friday

Metropolitan France Under contract :
+33 4 999 22 999
+ authentication code

Out of contract:
+ 33 4 999 22 990

Outside Metropolitan France
+33 4 999 22 808

Support in French and English (Spanish to come)

Possibility of hotline service on request: weekends, public holidays and HNO

ON-LOCATION INTERVENTIONS

> **After a diagnostic phase, if a piece of equipment is defective, we carry out standard exchanges(*). An ESII technician, or one of our approved installers, will operate at your location.**

> **ESII technicians**
• 3 based at the head office, **Lavérune (34)**
• 3 based in **Créteil (94)**
• 1 based in **Vitré (35)**
• 1 based in **Toulouse (31)**

> **The network of contributors in France and abroad**
• 10 partner companies **throughout France**
• Present in **more than 50 countries**
• A worldwide sales and service network
• **Strong responsiveness and ability to adapt** to local needs

(*) if you have subscribed to a maintenance contract everything is included, otherwise this operation is processed after validation of a business quotation.

IN 2021 :

> **98%** of calls answered in less than 60 seconds

> Less than **3%** of abandoned calls

> **13 279** support tickets

> **403** on-site interventions

> **86%** of interventions in less than 48 hours

> **1 231** items of equipment exchanged as part of after-sales service

> **702** equipment repaired in the workshop

```
┌──────────────┐
│    emails    │───┐
└──────────────┘   │     ┌──────────────┐              ┌──────────────┐
                   ├────▶│   Backlog    │              │   Incoming   │
┌──────────────┐   │     └──────────────┘              │ phone calls  │
│Online platform│──┘                                    └──────────────┘
└──────────────┘              │                                │
                              ▼                                ▼
                       ┌──────────────┐
                       │  Opening or  │
                       │  tracking a  │
                       │    ticket    │
                       └──────────────┘
```

┌ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ┐
  Prioritization according to:
  . Maintained/non-maintained client
  . Anomaly / Support for use
  . Criticality analysis (see table)
  . Contractual commitment
└ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ┘

```
                       ┌──────────────┐   Yes   ┌──────────────┐
                       │ N1 processing│────────▶│ Closure of the│
                       │  Resolved?   │         │ ticket with  │
                       └──────────────┘         │ information to│
                              │                 │ the customer │
                              │ No              └──────────────┘
┌──────────────────────┐     │
│ If necessary         │◀────┤
│ . Additional tests   │     │
│   with the customer  │     ▼
│ . Solicitation of a  │  ┌──────────────┐  Yes
│   manager            │  │ Opening an N2-│────────▶ Closure
│ . On-site intervention│ │  R&D ticket  │
└──────────────────────┘  │              │
                          │  Resolved?   │
                          └──────────────┘
                              │ No
                              ▼
┌──────────────┐         ┌──────────────┐
│Implementation│◀────────│ Declaration  │
│of a palliative│        │  of a bug    │
│  solution    │         │ Finding a    │
└──────────────┘         │ palliative   │
                         │  solution    │
                         └──────────────┘
                              │
                              ▼
          No             ┌──────────────┐   Yes
       ◀─────────────────│Delivery of a │────────▶
                         │    patch     │
                         │  Resolved?   │
                         └──────────────┘
```

Anomaly criticality table		
CRITICALITY OF THE ANOMALY	**DESCRIPTION**	**PRIORITY**
Blocking	Anomaly leading to a total interruption of service of the system in production, or severe restrictions of use, in a prohibitive and non-circumventable way.	5
Major	Anomaly whose consequences do not block the use, even degraded, of the system, but which causes significant inconvenience in its use.	3
Minor	Minimal anomaly whose consequences have no impact on the use of the software or on the results provided.	1

Our commitments for customers under a maintenance contract*:

>
- Support in 4 hours
- Intervention on site in 16 working hours
- Labor, parts and travel expenses included
- SLA for hosted systems: 99.6%

*See our maintenance contract for the precise conditions

OUR TECHNICAL SUPPORT TEAM

Yohan ALLIX
Manager

Emilie Sevestre
Deputy manager

Eric Blanc
Support technician

Eric Blanc
Support technician

Luis Fidalgo
Support technician

Alexandre LEBAUT
Support technician

Kévin NELSON
Support technician

Karine Huissoux
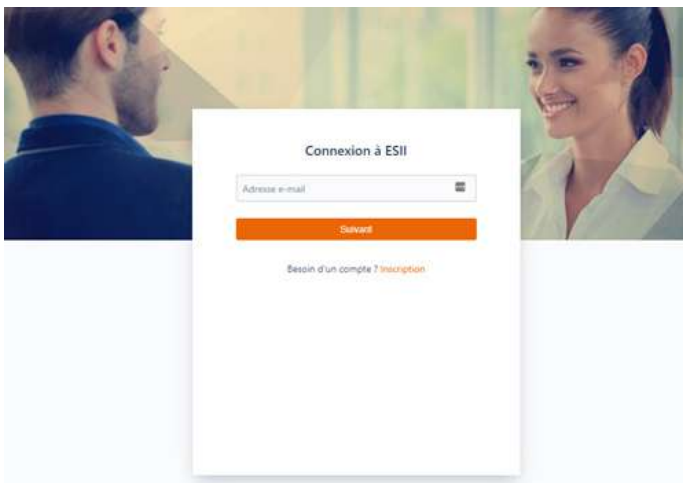Administrative management, follow-up of overflow interventions

Sabine Terme
Overflow interventions

Stéphane Lacombe
Repairing technician

OUR TOOLS

The telephone platform is managed by an **Avaya IP Office system.**

Our online ticket opening/tracking platform is managed with **Jira Service Desk.**

All technical support activity is traced in our **Divalto Infinity ERP.**

VMWare virtualized servers to replicate our customers' environments.

We use several remote control tools: T**eamViewer, Anydesk, ...** or our customers' **secure VPN access.**

LastPass is used as a digital safe.

All bug management and escalation to R&D is handled with **Jira.**