

When contacting Technical Support you will need to provide the following information:

- Contact Name
- Title
- Company Name
- Email Address (Business Email Only)
- Phone Number
- GroupID Module (Automate, Reports, Self-Service, Synchronize)

Product Information:

- Product Build Number (6.0.x.x) -- Located in Help-->About in the GroupID console
- Version of Exchange (including Service Packs)
- Version of Operating Systems (including Service Packs)
- Version of Browser
- Version of Internet Information Server (IIS)

Problem Summary:

- Title
- Complete Description of Problem
- Detail steps already taken to resolve the issue
- Please be prepared to email any customized file(s) created or screen shots detailing the issue

Imanami Support has 4 Severity levels. Calls & emails will be responded to in accordance to their severity.

Severity	Criteria	Response Times			
		Bronze	Silver	Gold	*Platinum
**Severity 1	<u>Critical</u> : Proven complete failure of the Imanami product in the field. The product is unusable, resulting in data loss, directory corruption or significant impact to revenue.	1 Day	4 Hours	2 Hours	1 Hour
**Severity 2	<u>Severe</u> : The Imanami product will operate but its operation is severely restricted. A workaround procedure is available.	2 Days	6 Hours	4 Hours	1 Hour
Severity 3	<u>Moderate</u> : The Imanami product will operate with limitations that are not critical to the overall operation. For example a workaround forces the systems operator to use a time consuming procedure to achieve their objective.	3 Days	1 Day	6 Hours	3 Hour
Severity 4	<u>Mild</u> : The Imanami product can be used with only slight inconvenience. All documentation issue fall into this severity level.	5 Days	2 Days	1 Day	4 Hours

\*Pre-sales customer issues will be addressed using the response times of a Platinum maintenance customer during the evaluation period. Responses for pre-sales customers will be provided during our normal business hours.

\*\*Post-sale customers that have purchased a Platinum Maintenance Agreement will receive 24/7 support. They will also receive on-call priority escalation for Severity 1 & 2 production issues 24/7, as well.