

RETARUS PARTNER SUPPORT GUIDE

April 2024



1. Welcome to Retarus Support for Partners

For us at Retarus, customer-oriented service always comes first. Our global team of dedicated, experienced and highly qualified support staff works continuously to provide reliable services in accordance with contractual and legal obligations (e.g. GDPR) and to solve any problems as quickly as possible.

This Partner Support Guide contains practical advice on retarus support in relation to partnerships. This document is an extension to Retarus Global Support Guide, which equally applies.

Partner relationships represent an additional organizational effort and require further handling recommendations. So that we can offer you support in all respects, we recommend that you hand this partner support guide over to all authorized colleagues along with the Retarus Global Support Guide.

2. Partner Cooperation Duties

In order to ensure a smooth processing of your inquiries, the following aspects need to be considered continuously:

2.1 All technical complaints and escalations must be reported to Retarus Support in text form or via the Enterprise Administration Services Portal and can only be reported by existing and authorized support contacts of the partner.

2.2 Any access rights to the Enterprise Administration Services Portal (EAS) may only be used by the partner and its employees. Exceptions can only be made for the dedicated partner model in individual contracts.

2.3 Every authorized support contact must be familiar with the basic operation and know-how of Retarus support processes. (see sections 2. – 4. of the Retarus Support Guide).

2.4 Before a ticket is opened, the partner must qualify the queries.

2.5 All information must be available to Retarus Support when the ticket is opened. An overview of the relevant information can be found in the Retarus Support Guide (see section 4.1.1) and in the ticket template under Section 4 of this document.

2.6 Participation in onboarding webinars and workshops

3. Support Tasks and Roles

In a cooperative partnership, it is crucial that tasks and roles are clearly assigned. The following overview outlines the distribution of tasks between partners and Retarus for the support of the partners' end-customers.

First and second level support is in the sole responsibility of the partner, while third level support is in the responsibility of Retarus. Retarus does not provide direct support to partners' end-customers. If needed, a separate agreement is required.

	PARTNER: SUPPORT TASKS OF 1ST LEVEL SUPPORT (Clarification of incident & identification of known issues)
RECEIVE, QUALIFY INCIDENT FROM END-CUSTOMER	<ul style="list-style-type: none"> • Check information provided by end-customer (incl. correct/ missing/ wrong information) • Check priority based on given definition
1ST-LEVEL TROUBLESHOOTING	<ul style="list-style-type: none"> • Perform initial triage to solve issue • Check functionality of end-customer's remote connection • Search in partners' support database (e.g. technical notes, end-customer history)
ESCALATION TO 2ND LEVEL	<ul style="list-style-type: none"> • Summarize status before forwarding to next level (if required 1st level support includes end-customer and application management help desk service) • Assign problem to the 2nd level team, if escalation is needed
	PARTNER: SUPPORT TASKS OF 2ND LEVEL SUPPORT (Root cause analysis were applicable)
2ND LEVEL INCIDENT QUALIFICATION	<ul style="list-style-type: none"> • Verify end-customer's system customization • Access end-customer's system, if necessary for problem analysis
INCIDENT HANDLING	<ul style="list-style-type: none"> • Create and modify technical notes • Unless escalation to 3rd Level (Retarus Support) is needed <ul style="list-style-type: none"> • Provide 1st level support with incident remedy • Provide workaround • Provide 1st level support for priority 1 incidents with incident remedy or action plan within SLA for corrective action
ESCALATION TO 3RD LEVEL (Retarus)	<ul style="list-style-type: none"> • Summarize status before forwarding to next level (if required 2nd level support includes end-customer and application management help desk service) • Open ticket via email or Enterprise Administration Services Portal (EAS)

RETARUS: SUPPORT TASKS OF 3RD LEVEL SUPPORT (ROOT CAUSE ANALYSIS WERE APPLICABLE)	
INCIDENT QUALIFICATION	<ul style="list-style-type: none"> • Check if incident is definitely caused by the Retarus services • Analyze in detail all recorded traces, error messages received from partner
INCIDENT HANDLING	<ul style="list-style-type: none"> • Create technical note for selected incidents regarding: <ol style="list-style-type: none"> a) identified cause of the defect b) process of incident remedy with all requested information and material (e.g. bug fixes, patches, description of workarounds) • Specify expected duration to fix the incident by incident remedy • Provide incident remedy, inter alia potential workarounds
ONGOING COMMUNICATION	<ul style="list-style-type: none"> • Provide partner with updates for the Retarus services (if applicable) • Provide partner with ongoing incident ticket updates • Provide partner on request with monthly view on traffic volumes and incident ticket report

Covering documents

	COVERING DOCUMENTS	OWNER
END-CUSTOMER SUPPORT (Level 1)	Partner Agreement / Master Service Agreement	Partner
END-CUSTOMER SUPPORT (Level 2)	Partner Agreement / Master Service Agreement	Partner
END-CUSTOMER SUPPORT (Level 3)	Partner Agreement / Master Service Agreement	Retarus
NOTIFICATION OF SYSTEM STATUS & AVAILABILITY	Retarus status page https://status.retarus.io/ <ul style="list-style-type: none"> • Notification on systems status & availability • Notification of maintenances, etc. 	Retarus

4. Templates for Opening Tickets

Below you find templates for opening tickets in the Retarus Support. Please make sure that all relevant information is provided when opening a ticket. This is the only way to ensure fast and efficient processing by Retarus Support.

INCIDENT TEMPLATE	
PARTNERS' MAIN CUSTOMER ID	e.g. 73125 Tenant(s) or Dedicated Customer ID(s): e.g. 12345RS, 23456RS
AFFECTED SERVICE	e.g. Email Security, Transactional Email, SMS, FAX
START OF INCIDENT	e.g. 27.08.2019 - 11:00 UTC+2
END OF INCIDENT (OPTIONAL)	e.g. 27.08.2019 - 13:00 UTC+2
DESCRIPTION	e.g. used interface (URL, data center, ...), impact, error patterns/ message(s), number of affected customers...
EXAMPLE	(timestamp, sender, recipient, status/error message, error log extract, ...)
ADDITIONAL INFORMATION	(related/ associated tickets (RCR-number[s], incident already known...)

SERVICE REQUEST TEMPLATE	
PARTNERS' MAIN CUSTOMER ID	e.g. 73125 Tenant(s) or Dedicated Customer ID(s): e.g. 12345RS, 23456RS
AFFECTED SERVICE	e.g. Email Security, Transactional Email, SMS, FAX
DESCRIPTION	e.g. used interface (URL, data center, ...), impact, error patterns/ message(s), number of affected customers...
EXAMPLE	(time stamp, sender, recipient, status/error message, error log extract, ...)
ADDITIONAL INFORMATION	(related/ associated tickets (RCR-number[s], incident already known...)

5. Pre-qualification for Ticket Opening

Type of information / inquiry (as applicable)

The following matrix lists the essential information that should be provided when submitting support requests. By providing all this information with the opening of the ticket, the support team is able to start processing your inquiry right away, without having to request missing or clarify incomplete information.

	INCIDENT	SRQ	CHANGE
Partners' Main Customer ID	✓	✓	✓
Contact person(s) including telephone number	✓	✓	✓
Description of the request, change, problem and impact	✓	✓	✓
Details of affected transactions (timestamp / status / inbound number / termination address / sending account)	✓	✓	
Was it possible to reproduce the error and what steps were taken to reproduce it?	✓		
What has already been done by the customer support to identify and/or fix the problem?	✓		
Is Retarus permitted to send test transactions?	✓		✓
Is this issue is already known?	✓		

✓ Information necessary for opening tickets at Retarus Support

6. Contacts and Resources

WEB	<p>Retarus Partner Website https://www.retarus.com/de/company/partner/</p>
SALES & MARKETING SUPPORT	<p>Retarus Partner Manager Personal contact for all Go-to Market topics</p> <p>Retarus Partner Marketing partnermarketing@retarus.de</p>
TECHNICAL SUPPORT	<p>Retarus Enterprise Administration Services Portal https://eas.retarus.com/PicoPortal/</p> <p>Retarus Status Page https://status.retarus.io/</p> <p>Retarus Partner Support Guide (via Retarus Support)</p>
OFFICE LOCATIONS	<p>For a detailed list of Retarus office locations, please visit https://www.retarus.com/contact/</p>
OTHER USEFUL LINKS	<p>Retarus Corporate Blog https://www.retarus.com/blog/en/</p> <p>Retarus Events https://www.retarus.com/events/</p> <p>Retarus Newsletter https://www.retarus.com/newsletter/</p> <p>Retarus Press Releases https://www.retarus.com/presscenter/</p>

About Retarus

With its outstanding solutions and services, intelligent infrastructure, and patented technology, Retarus manages communication for companies worldwide. Retarus' state-of-the-art technologies, highly available data centers, and innovative cloud messaging platform offer maximum security, maximum performance, and business continuity. With experience in steering information flows at the enterprise level, Retarus ensures that information is transferred securely and reliably to the right place, at the right time, in the right format—since 1992 and with now 15 subsidiaries on four continents. Nearly half of the companies listed in the S&P Global 100 already place their trust in Retarus and, along with leading analysts, confirm the outstanding quality and reliability of its services.. Our long-standing customers include Adidas, Bayer, BNP Paribas, Bosch, Continental, DHL, DZ BANK, Fujitsu, Galbani, Goldman Sachs, Honda, Linde, PSA, Puma, Sixt, T-Systems, Singapore Airlines and Zeiss.

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