eGroup
CSP Advantage
Support Overview

CSP Advantage
Support with eGroup

eGroup is proud to offer our CSP Advantage customers unparalleled support through our partnership with Ingram. Through this partnership, our CSP Advantage customers have access to Ingram's global team of support experts. This allows our clients access to an extensive, multi-tiered support system backed by both eGroup and Ingram resources.

Comprehensive, Best-In-Class Support.

Tickets opened directly with eGroup support for visibility and oversight

Global team of resources to provide support any day, any time for support issues

Escalation path directly to Microsoft in cases where needed

Choose Your Ideal Support Path.

Submit tickets through eGroup and engage directly with the eGroup and/or Ingram team.

Leverage your dedicated eGroup CSM to support you as needed.

Ingram CSP
Support Details

Ingram Micro has a follow-the-sun approach, meaning the Ingram Micro Australia team works Severity A tickets from 8 p.m. to 6 a.m. ET. During after-hours and Severity A, please continue to dial the L2 Reseller Support line and press option 1 to connect to Australia. The U.S. team supports all Severity As for other countries during their off-hours and during U.S. hours of operations. There is 24/7 coverage for Sev As and a methodical hand-off process for Severity A tickets in flight.

Ingram Micro Support Service Level Objective

First Response On Ticket To IMCloudServiceDesk
80% Within 4 Hours

Phone Answer Time
80% Within 120 Seconds

Chat Answer Time
80% Within 120 Seconds

U.S. Hours Of Operations:
6AM- 8PM EST x 7 days
(Sat & Sun for Sev A only)

Ingram Micro Support Ticket Expectations: One Ticket Per Issue.

Each ticket will have a place in the queue and will be worked on according to its placement in the queue unless urgency conveyed via phone call warrants an increase in priority.

Please call support to convey your need to escalate or route the request through your eGroup Customer Success Manager.

Scope of CSP Support Provided By Ingram For CSP Advantage Clients

What Types Of Issues Are Supported

eGroup CSP Advantage support covers a wide variety of areas to ensure you're maximizing the value of your agreement. Common support areas include:

Issues and questions related to ordering and provisioning licenses.	Planning and envisioning on licensing spend optimization.	Billing, Account,Invoicing, and other financial questions or issues.

The Ingram Micro Cloud Marketplace KnowledgeBase contains content that includes many reference articles and vendor product starter guides. The KnowledgeBase should be used as the initial point of reference. To go to the KnowledgeBase, **click here**.

Microsoft Office 365 Service Desk Scope:

Ingram Micro also provides basic support to eGroup CSP Advantage customers on Microsoft Office 365 items listed below:

License & Subscription Support	**Access, Account Management**	**Provisioning & Deployment Issues**
Service Availability & Performance Issues	**Mail Flow & Mailbox Issues**	**Integration & Deployment Related Issues (Not Including On-Prem)**

*On out-of-scope issues, the end customer will be redirected back to their reseller

eGroup-Ingram CSP Advantage Support SLA

Microsoft Severity Overview & Response Objectives:

		Situation	Expected Customer Response	Expected Microsoft Response
A Critical	**24x7** Response within 1 hour	**Critical Business Impact** Customer's business has significant loss or degradation of services. Requires urgent attention.	Allocation of appropriate resources to sustain continuous effort 24/7.	First call response within 1 hour or less. Onsite support resource dispatched after 4 hours. Senior executive notification.
B Critical	**24x7 available** Response within 2 hours	**Urgent Business Impact** Customer's business has moderate loss or degradation of services, but work can reasonably continue.	Allocation of appropriate resources to sustain business hours effort.	First call response in 2 hours or less. Effort during business hours only. 24x7 is only available via escalation.
C Critical	Response within 4 hours	**Minimum Business Impact** Customer's business is functioning with minor or no impediments of services.	Accurate contact information on case owner. Responsive within 24 hours.	First call response in 4 hours or less. Effort during business hours only.

Your dedicated agent may escalate the ticket if Microsoft has not met the guidelines. The actions are specific to Ingram Micro contact methods with Microsoft. Ingram Micro may choose selective escalations depending on the true urgency of the ticket so as not to over-utilize the escalation process.

What To Include In A Support Ticket with eGroup CSP Advantage

To Open A Support Ticket Email: TechOps@eGroup-us.com

- ✓ Partner Name
- ✓ Email
- ✓ Preferred Contact Method Time Zone
- ✓ Case Severity
- ✓ Error Message(s)/Impacted Customer/Tenant Domain(s)
- ✓ Number Of Users Impacted
- ✓ Steps To Reproduce
- ✓ Tools Used
- ✓ Screenshots

- ✓ Partner Contact First & Last Name
- ✓ Phone Number
- ✓ Preferred Time To Contact Affected Product
- ✓ Detailed Issue Description Customer CMP ID
- ✓ Subscription ID (If Applicable)
- ✓ Users Accounts Impacted/Steps Taken During Troubleshooting
- ✓ Logs/Traces