

Safetica Escalation Protocol

Technical Escalations

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Introduction

An escalation in context of this document means raising visibility of either an ongoing communication with a distributor/partner to accelerate its resolution or bringing a new critical issue to Safetica's attention.

The goal of an escalation is to ensure that the escalated communication/issue will be resolved in the shortest possible time beyond the extent of standard support process, including resolution outside business hours, and/or with immediate direct involvement of non-support teams (Quality Assurance, Development, etc.).

Before You Initiate an Escalation

There are some initial requirements that must be met in order to initiate an escalation process. Not addressing these requirements can lead to rejected or cancelled escalation.

- Verify the minimum software requirements based on the information available on our website.
 - <https://www.safetica.com/products/features-overview>
- List and verify all installed software on problematic endpoint. Check conflicts with solutions like AV, other DLP/Auditing SW, Add-ons that are not part of default SW installation.
- Check the Safetica and Windows updates, make sure to be up to date
- If there was not any ticket submitted to the support department yet, include a detailed issue description, what have you tried so far and collect necessary logs for initial analysis:
 - <https://support.safetica.com/en/knowledge-base/how-to-collect-verbose-logs-and-submit-them-to-safetica-support>
- It is essential to provide an environment / endpoint, where the issue can be easily reproducible.
- Remote access for further troubleshooting must be provided whenever requested or there can be an unlimited remote access set up for the period of the escalation process. If the “on demand” approach is chosen, the workstation must be available for reboot at any time.
- Once a Safetica technician approaches the workstation, it is essential to be logged into the problematic endpoint under administrator context without any limitation which could prevent technician from troubleshooting.

How To Initiate An Escalation

ESET Distributors can initiate an escalation by sending an email to: eset-support@safetica.com

Safetica Distributors and Partners can initiate an escalation by sending an email to: support@safetica.com

The subject of the email must contain the prefix (no quotes): “[Escalation]”, and the following table must be filled in and submitted in the first email:

Column 1	Column 2
Customer	
Partner	
Single Point of Contact (SPOC)	
Availability (Time zone)	
Issue / Ticket ID (If exists)	

Single Point of Contact (SPOC) is a person who will be coordinating all communication and activities on the side of Partner and Customer and is responsible for ensuring adequate level of cooperation of the Customer and Partner with Safetica.

A SPOC will be dedicated also by Safetica to fulfil the same role on Safetica’s side.

The effort put into resolving escalated issues on Safetica’s side also requires an extended effort and cooperation on Partner’s side. Without cooperation from the Partner, Safetica reserves the right to charge the Partner for the effort put into resolving the escalation where it was not met with equal effort from the Partner and was therefore spent without purpose. The charge will be calculated on man-hour basis, according to the valid price list.

Communication During an Escalation

The communication between Safetica and the Partner (and Customer, if needed) during the escalation is held inside the submitted Escalation thread. There may be an ongoing secondary conversation via standard support channels (remote sessions, calls, etc.), but these are not considered official part of the escalation process in terms of informing about the progress or requirements and may not be handled with correct priority.

The SPOC on Partner's side and their counterpart on Safetica's side are responsible for driving this conversation and the activities required on both sides.

Closing an Escalation

Escalation is considered closed when the need for high priority solution is not relevant any more, e.g.:

- The issue is resolved
- The customer has lost interest in solving the issue or found a workaround
- The issue was identified but there is no solution
- Circumstantial closing of escalation

The closing of the escalation must be agreed between both SPOC's, on Partners' and Safetica's side.