

Systems Engineering of Egypt

SEE-TAC Technical Assistance Center



مركز النظم الهندسية
Systems Engineering of Egypt

1. Introduction

1.1 Who we are:

Systems Engineering of Egypt (SEE) is a leading Egyptian Company in the field of Data Communications and Banking Equipment's wholly owned and founded by Egyptian Technical group investing basically their long and deep experience in the areas of computer and Communication. Although the company was founded in 1984, it was backed by over 20 years of experience. That is how SEE was born, to become today one of the leaders in the Egyptian telecom market, offering integrated solutions for various sorts of Data, Voice and Video telecommunications applications.

Due to the above capabilities, outstanding achievement and quality has been provided by *SEE* across the years of operation, not only in the Egyptian market but also in Middle East and Africa for some of very well known names in the industry. As a result from that over 50% of *SEE* annual revenue come from continued projects and exiting customers.

Simply *SEE* covers the full range of data communication equipment and equipped with a Technical staff at the highest level that are well trained, certified engineers and capable of solving most of the technical problems on the spot due to the experience they gained in the company (20% more than 5 years Exp., and 50% more than 3 years Exp.) .

Systems Engineering of Egypt

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1.2 Questions

If you have any questions concerning any policies and procedures included within this document, please contact Customer Support Management at support-mgt@seegypt.com

1.3 Keys to Successes

- Customer Satisfaction is our number one objective.
- Team Work.
- Committed to responding to Customers promptly.
- High Caliber Staff with high Experience and International Certifications (Cisco, BlueCoat, McAfee, AirSpan, Microsoft,) .
- Excellent reputation In the Market.

2. Eligibility for Support

2.1 Who is entitled to receive support?

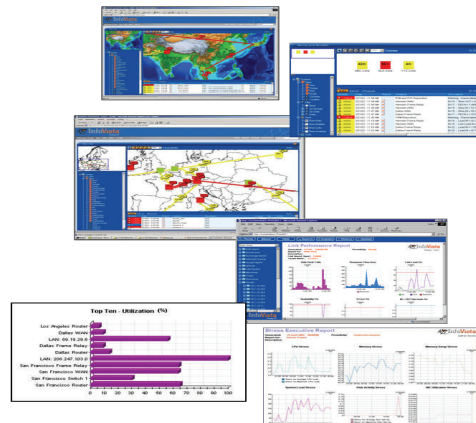
To access Customer Support Organization Services, customers must have contracted for support and maintenance services and paid outstanding invoices.

2.2 Coverage and support

Service will only be provided for the Equipment mentioned in the SLA contract. S.E.E will maintain the equipment in a good working order and will make all necessary repairs and adjustments. Calls received within normal working hours (Sunday—Thursday 8:30AM - 4:30PM) will be responded within maximum of next business day inside greater Cairo area and Alexandria and within a maximum of two business days elsewhere within Egyptian territory. A visit by a qualified engineer will be conducted for preventive maintenance routine as exercised in vendor procedures and manuals whenever needed.

In addition, SEE is able to offer following Managed Services to its customers:

- 24 x 7 Monitoring and Management.
- Resident Engineer.
- Fault Management.
- Software updates (local / remote down load).
- Carrier Management.
- Technology training and On-job Training.
- Advanced Network tuning (QoS, Policy, ...).
- Hardware repair and advance replacement.



SEE has experience and expertise in the following areas and would be willing to assist and advise customers on these contracted services if required.

Professional Services

- Implementation.
- Maintenance.
- Staging.
- Project management.
- Consultancy.
- Network audits.

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3. Contacting SEE-TAC for support

Customers may use different methods of communication, and therefore, we provide several ways to contact SEE Technical Assistant Center according to the type and priority of the issue.

Telephone

Customer will be given a case number. It is appropriate for all incidents. It is recommended for issues with high priorities.

E-mail

A reply acknowledging receipt of the e-mail is directed to the customer with a case number. It is not recommended for issues with high priority. It is mainly for issues that are less time critical in nature or for information request to SEE Technical Assistant Center

Fax

Not for Fatal or Major Issues. To be used as a backup for other access methods.

- In order to identify the problem, the resident engineer will ask all the initial questions which can be answered by the customer and will try to clear the fault by phone, if not he will define the visit time to the customer (based on the severity level) after consulting with CSTL.



- Priority assignment / Severity level is done by either Customer Support Team Leader (CSTL) or dispatcher to assign it directly in his absence (*In case that the customer did not made a clear determination*).

- Upon completing the visit, the Customer Support Engineer (CSE) will get the customer representative to sign the job completion report and hand copy to the customer and the original to the dispatcher.

- Dispatcher will fill the form that shows all details of the job in case of it is not already done by the assigned Engineer.

4. General Operation Procedure

Following are the general operating procedures that follow within the Customer Support department:

I – Services Calls

- Upon receiving a service call, dispatcher will complete all heading of a service report with all basic info, and transfer the call to the Customer Support Team Leader (CSTL) based on technology. The CSTL will transfer the issue to the resident engineer(1st level of support)

- Hard copy of report will be kept in customer file, second copy will kept in engineer activity file.
- In case of spare parts needed only the (CSTL) can authorize it out of store. In such case he has to sign a document for that.

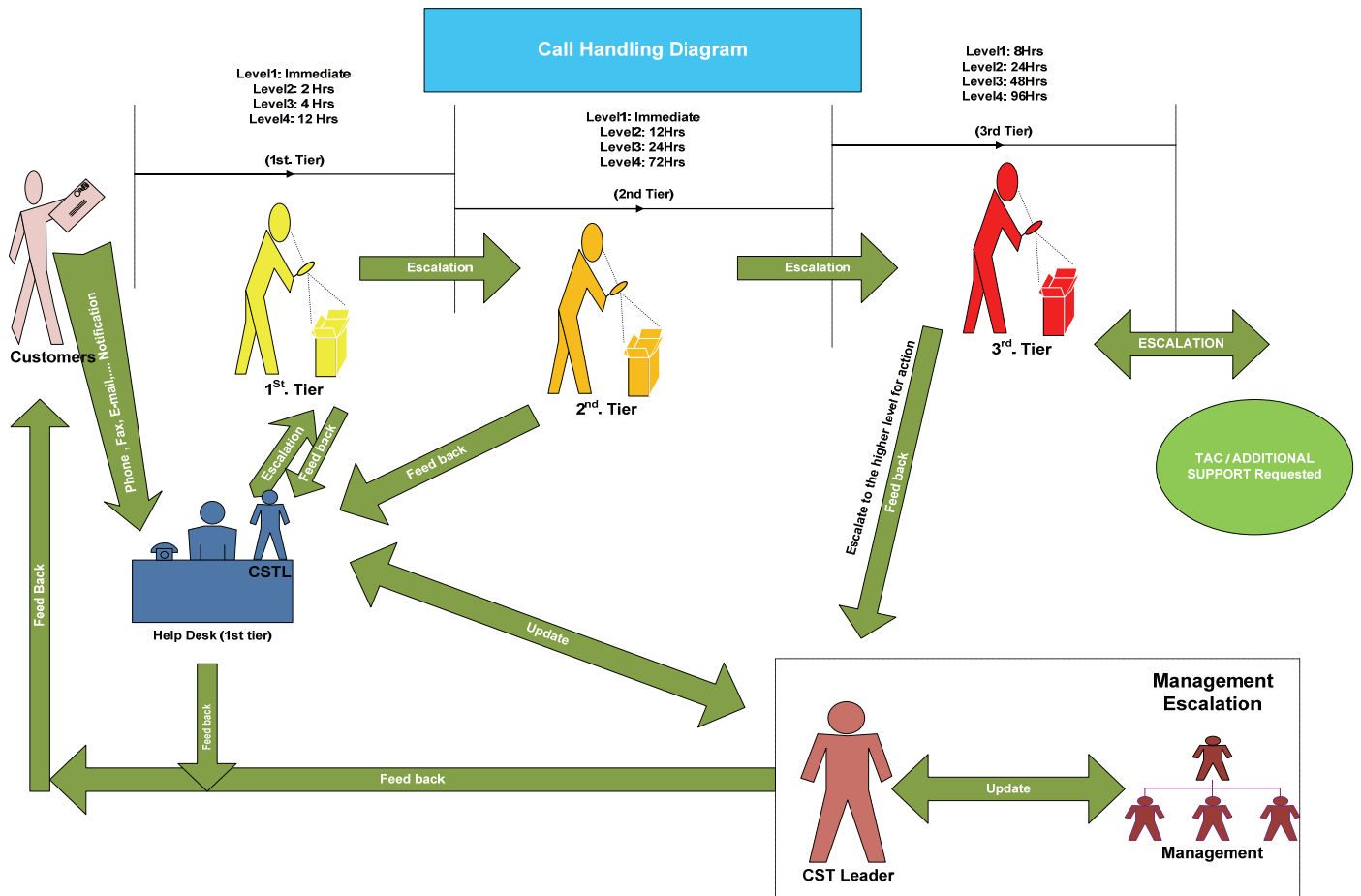
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II – Routine Maintenance

- Routine maintenance will follow same procedure as a service calls except that team leader in co-operation with CSM will provide the suitable time for maintenance visits in advance.
- A time table for routine maintenance should be prepared one month in advance (2 copies) and hand it to team leader and CSM meanwhile another copy will be placed on dashboard for wide announcement.



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5- Escalation Process

5.1 Purpose

The purpose of this document is to explain the escalation path for incident response cases.

5.2 Scope

This procedure will cover how and when cases are to be escalated. It will also define the technical and managerial notification sequence.

5.3 Definitions

5.3.1 Technical Case Escalation.

The process of this escalation is to increase the involvement of technical levels capabilities in solving a problem.

The goal is to ensure that the appropriate resources are involved in resolving the problem in a timely fashion.

5.3.2 Management Case Escalation.

The process of this escalation is to increase the alerting levels of management to the existence customer situation.

The goal is to make resource owners aware of problems that may require additional resource allocation or process guidance

5.3.3 Call Center (Help Desk) Representative.

Customer Support Rep. coordinates all incoming calls to the Technical Support group. This includes but not limited to logging support calls, verifying contract information and escalation notifications.

5.3.4 Customer Support Engineer (CSE).

Customer Support Engineers works all first level support cases. On a particular issue or product, a CSE could be a Product Leader if the case is on a topic that is in an area of expertise for the individual. The Minimum qualification for CSE is CCNA or CCNA+ / CCNP-



5.3.5 Senior Customer Support Engineer (SCSE).

Customer Support Engineer Product Leaders are Senior CSE's who assist other CSE's in resolving escalated cases. On a particular issue, the SCSE is the Product Specialist for the group and is the interface to Engineering and Vendor Escalation

process. The Minimum qualification for SCSE is CCNP/CCSP or CCIE.

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6. Procedure

Problems are divided into several severity levels depending on the availability of the system and the overall impact to the customer business performance. If there is ever a dispute about the severity of a given situation, the customer will make the final determination. The severity levels are:

A – Level 1 (Emergency / Network Down)

Severity Level 1 is an emergency condition, which makes the use or continued use of any one or more services impossible. The condition requires an immediate solution that is not already available. SEE Customer Support will initiate an effort to verify the reported problem within one (1) hour of receiving the problem report, provide continuous effort to arrive at a fix or work-around within 4 hours of receiving the problem report. Then, Continue monitoring until providing Customer with the final form of the fix ("Final Fix").

B – Level 2 (Critical / Severely Degraded)

Severity Level 2 is a condition which makes the use or continued use of any one or more services difficult and which cannot be avoided on a temporary basis. SEE Customer Support will initiate an effort to verify the reported problem within two hours and providing a fix or workaround fix within twenty-four (24) hours of receiving the problem

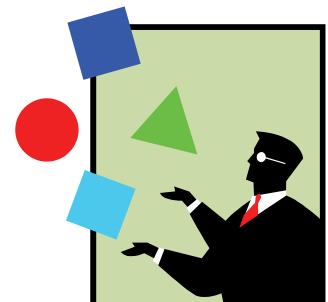
report. Then, continue monitoring until providing Customer with the final form of the fix ("Final Fix").

C – Level 3 (Network Performance Degraded)

Severity Level 3 is a limited problem condition, which is not critical in that no loss of access to services occurs and which can avoided on a temporary basis. SEE Customer Support will begin work on error identification and verification within 6 hours from receiving the problem report and providing a fix or workaround fix within two (2) days of receipt of the problem.

D – Level 4 (Minor Impact)

Severity Level 4 is a minor problem condition or setup/configuration error, which can be easily avoided. Additional requests for new changes or suggestions, which are defined as new configuration in existing Service Level Agreement, are also classified as Severity Level 4. SEE Customer Support will begin work on requested identification and verification 12 hours of receipt of the problem.



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6.1 Technical Escalation Matrix

| Severity Level | Technical Escalation Sequence | | | TAC |
|----------------|-------------------------------|----------------|-----------------|-----|
| | (1 st Tier) | CSE (2nd Tier) | CSSE (3rd Tier) | |
| Level 1 | Immediate | | 8 hours | |
| Level 2 | 2 hours | 12 hours | 24 hours | |
| Level 3 | 4 hours | 24 hours | 48 hours | |
| Level 4 | 12 hours | 72 hours | 96 hours | |

All times represent maximum time elapsed from initial call receipt before escalation notification to the next level. At the time intervals listed, a notification of the problem is generated.

Actual engagement of the next tier (except for the CSSE notification, which is a reminder) should then occur, if the following conditions are met:

- The resources currently working on the issue have made little or no progress in resolving the issue and have not identified a plan to do so.
- The customer has provided all requested data and procedures.

6.2 Management Notification Matrix

| Severity Level | Notification Sequence | | | |
|----------------|-----------------------|----------|----------|----------|
| | CSSE | CSM | TSM | CEO |
| Level 1 | Immediate | 1 hour | 4 hours | 24 hours |
| Level 2 | 12 hours | 24 hour | 48 hours | 72 hours |
| Level 3 | 24 hours | 48 hours | 72 hours | N/A |
| Level 4 | 72 hours | 96 hours | N/A | N/A |

Note: These notifications are based on Customer Support Management discretion. Automatic notifications occur during normal business hours only except for Level1 severity level which is based on 24hours calendar.

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7. Management Contact / Customer Escalations

Regardless of how well this process is designed and implemented, there will no doubt come a time when a customer wants to escalate an issue directly to a manager at SEE. If a customer wishes to escalate an issue, the person calling should inform the Help desk staff who takes the call that he would like to escalate a case and should provide the case #. After taking the customer's contact information, the help desk staff will then contact one of the CSSE for the customer involved and make him/her aware of the issue. A CSSE will then contact the customer to discuss the situation further and make certain that the appropriate resources are involved in resolving the issue.

8. Metrics and Performance Goals

Standard response and resolution statistics are logged and measured.

9. Corrective Action Loop

Issues that are not resolved within the guidelines will be reviewed by the management team and corrective actions will be determined to prevent future non-conformities.



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