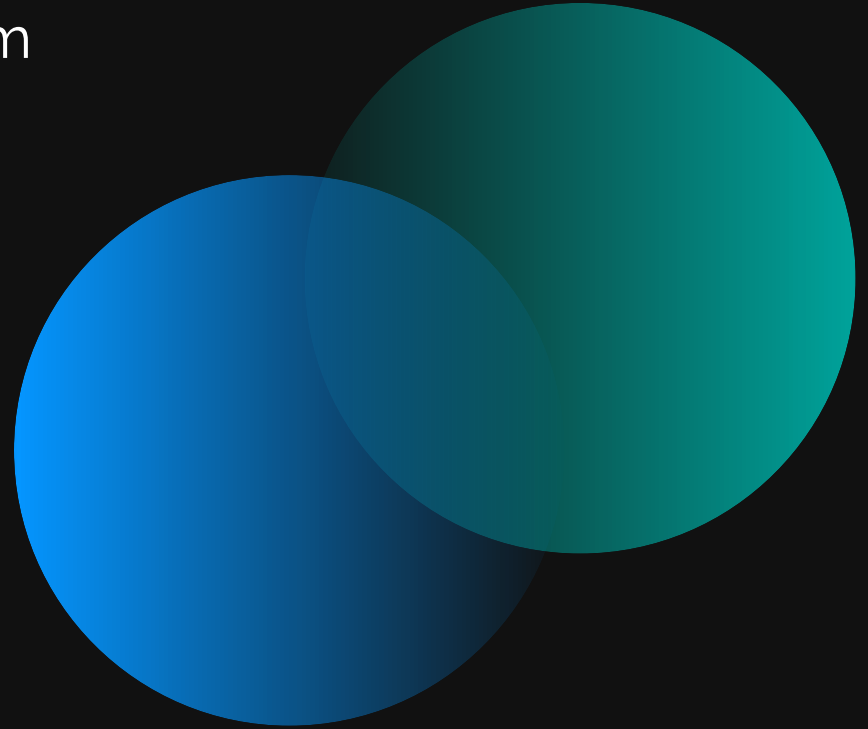


Unify Remote Service Platform

Cooperation between partners &
product support scenarios

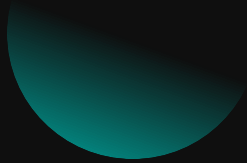


Remote Service Platform

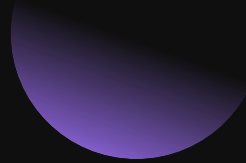
Cooperation between partners



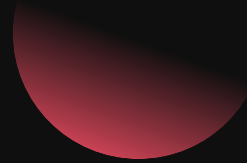
Definitions



The classic "one"

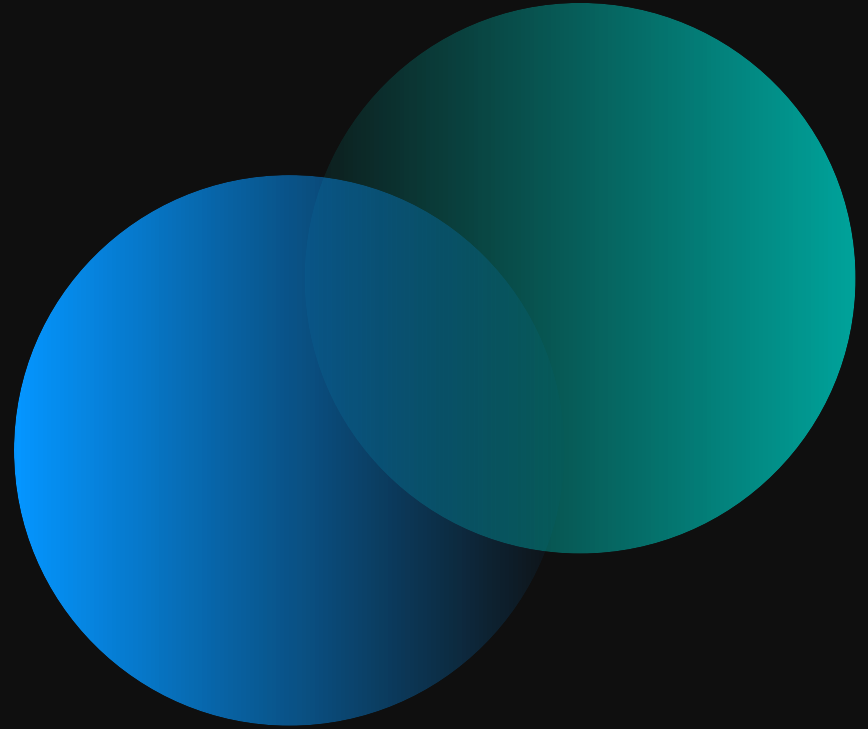


The flexible "one"



Visibility / Access

Definitions



Remote Service Platform

Definitions

The Remote Service Platform (RSP) has a flexible data model that supports a variety of possible partnerships. The RSP user group approach provides flexibility for support collaboration and controlled visibility of customer systems.

Master User Group (MUG)

- Responsible for Service Contract
- Responsible for RSP data management, incl. RSP password safe

Delegation User Group (DUG)

- Escalation Support for partner, for example your preferred distributor and/or Unify.
- Working on behalf of MUG, for example as subcontractor.
- Full access to all details of the equipment.

Helper User Group (HUG)

- Escalation Support for partner, for example Unify support organization.
- HUG expires after 30 days and is automatically deactivated.
- Restricted access to device details, e.g., customer-specific passwords are not visible.

Master User Group

End customer
contract

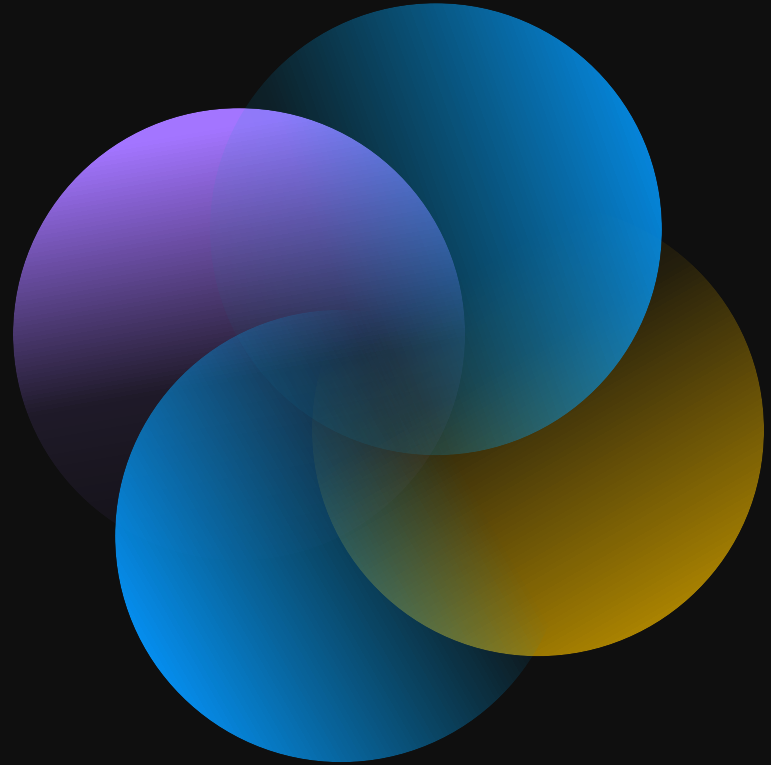
Delegation User
Group

Service activities
on behalf of Master
User Group

Helper User Group

Short-term
escalation support

The classic "one", but
not the only one

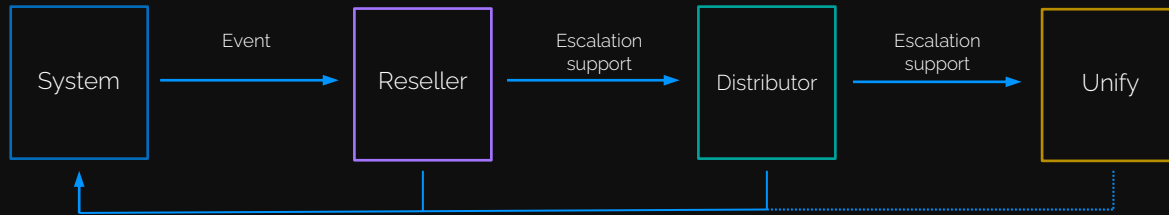


Remote Service Platform

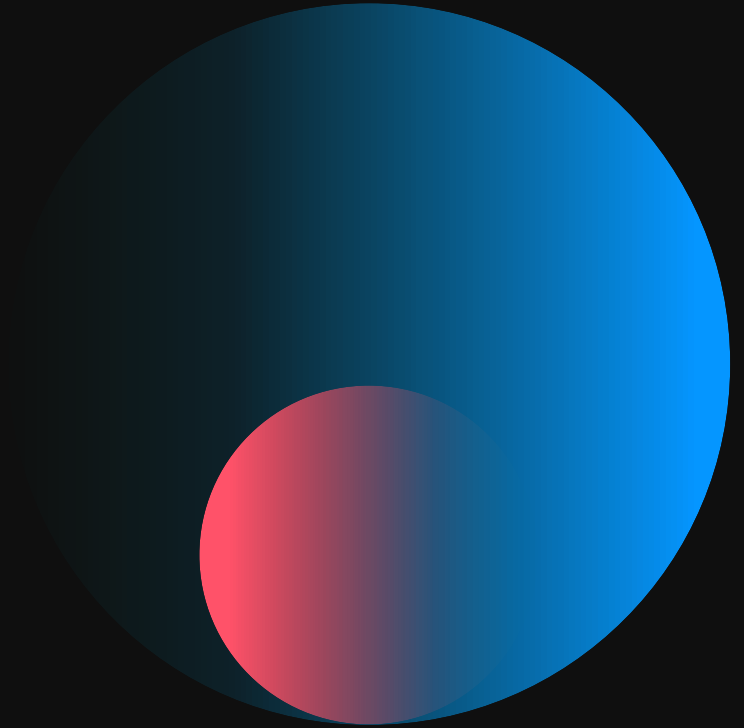
The classic "one", but not the only one

Default escalation levels are provided for collaboration between Partner, preferred Distributor and Unify. This allows easy support in the event of implementation assistance or support. The access to the customer system is activated with just one click.

Your preferred distributor is defined as DUG and Unify is defined as DUG and/or HUG. Full control of visibility and access always remains with the Partner. Neither other partners/distributors nor Unify have access to the customer without the explicit authorisation from the partner.



The flexible “one”,
adaptable to your
service needs



Remote Service Platform

The flexible “one”, adaptable to your service needs

In principle, the RSP allows partners to access each other's customers.

For this purpose, the standard groups "DUG" and "HUG" can be set up. Before setting up, it is important to consider whether unrestricted (DUG) or time-limited and functionally restricted (HUG) access is required. Of course, both groups can be set up in parallel.

This access setup can be activated by users with the RSP role "RSP Partner Admin" in the RSP Partner Admin, located in the RSP Equipment Explorer. The partner ID of the other partner is required for the setup. Enter the offer for partnership via a DUG or HUG in the "Request" tab. This offer will also appear in the other partner's "Request" tab. Once the request has been accepted, the function is set up.

Manage Equipment
Visibility / Access



Remote Service Platform

Manage Equipment Visibility / Access (1)



If you require support from your preferred Distributor, Unify or other partner, please follow three simple steps to grant access:

1. Search and select the relevant equipment in the RSP Equipment Explorer
2. Right click and select "Add to Delegation / Helper User Group".
3. Select "xxx_yyy_RUG"

That's all, and the selected support group can see the equipment and connect to it using Click&Connect.

Don't forget to disable access when you select DUG and the issue is closed. An activated HUG expires after 30 days and is then automatically deactivated.

Remote Service Platform

Manage Equipment Visibility / Access (2)

To prevent passwords from customer systems from being passed on in written form by email or documented in any ticket systems, please always use the RSP password safe.

You can store the customer system passwords in the RSP Equipment Explorer under Device Properties, Authentication. This enables all technicians involved in the support process to use the Click & Connect function without having to know the passwords. All stored passwords are only visible to you as a partner, or your DUG.

Unify Support will always ask you to store the passwords in the RSP.

This is the best privacy solution for you as a partner, for Atos/Unify as a support organisation and ultimately for the end customer.

Thank you!

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