



## Customer Support

### Method Of Contact

The preferred method for opening a support call is via Email, where we can collect full details and track your issue over time. If your situation is of critical impact to a production system you may escalate the matter with us by using the same contact details. Our help-desk will normally liaise with software and hardware partners on your behalf.

Email: [support@360is.com](mailto:support@360is.com)

Phone: +44 (0) 118 977 8587

Fax: +44 (0) 870 134 0991

### Hours Of Operation.

Normal support hours are 9am to 5.30pm Monday to Thursday, 9am to 5pm Friday, excluding UK national holidays. Limited support may be available outside these hours, subject to staff availability. If your request falls outside UK business hours, then please Email us as normal and we will take action where possible

### Help Us Help You

When reporting a problem, please try to provide us with as much information as possible about your situation and the environment in which the systems are sitting.

Severity (e.g. critical VM down, test VM impaired)

Version of software and patches applied

Hardware & Network summary

Other infrastructure (e.g. shared storage)

Recent changes coinciding with the problem

### Support Account Management

If you need to purchase or renew your support contract with us, or wish direct access to a vendor/OEM help desk and do not currently have a contract permitting this, then please contact commercial account management using these details.

Contact: Rob Gilson

Tel: +44 (0) 208 1231740

Mob: +44 (0) 7753 626148.

Email: [rob.gilson@360is.com](mailto:rob.gilson@360is.com)

### Upgrades, Maintenance, & Patches

Patches and upgrades are made available from time to time for customers with maintenance agreements. Customers should download these directly from the vendor web sites to ensure integrity of the files. Typically we recommend customers apply patches where they are security critical or address a specific issue which is currently impacting the system. We recommend major version upgrades are applied no sooner than 1 month after their general availability to ensure stability.

Customers with a MyCitrix or VMware Portal login may access patches and downloads directly through this mechanism. Customers without portals should contact us for access to patches and maintenance upgrades. We advise all customers to check with us before performing patches/upgrades in order to minimise downtime.