

Support Offerings & Policy

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The Zaloni Support team provides knowledgeable and timely responses to your support requests. Online, Knowledge Base, and phone support are available to all customers as part of Zaloni's commitment to ensure your success with Zaloni solutions.

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SUPPORT PACKAGES

Zaloni offers three support packages that are designed to meet the needs of every organization. Compare Silver, Gold, and Platinum Support packages.

Support feature	Silver	Gold	Platinum
Customer Support Portal	•	•	•
Product upgrades & patches	•	•	•
Product usage metrics	•	•	•
Authorized users for Support Portal access	3	10	15
Reviews and meetings with Support manager	Monthly	Bi-monthly	Weekly
Support access	Portal	Phone & Portal	Phone & Portal
Support coverage hours ¹	9 x 5	24 x 7	24 x 7
Assistance with Zaloni product upgrades and patches		•	•
Premier Support Engineer (PSE) ²			•
Managed Services (9x5 or 24x7)	Optional	Optional	Optional
Professional consulting hours/mo		Up to 20	Up to 30

¹ Business hours for the local time zone that is associated with the license. Silver support excludes weekends and Zaloni holidays.

² A Premier Support Engineer (PSE) will be a shared resource between up to three (3) clients.

CONTACTING SUPPORT

Zaloni Technical Support is accessible online, by phone, and by email.

The Zaloni Online Customer Support Portal, available at <http://support.zaloni.com>, provides 24-hour access to Knowledge Base articles, case submissions (ability to select priority) and tracking, as well as product downloads.

Local hours	Silver: Business hours Gold: 24x7x365 coverage Platinum: 24x7x365 coverage	
Business hours	Non-UAE - M-F, 8AM to 5PM Local time zone for license	UAE: Sun-Thu, 8AM-5PM UAE time zone
Phone	North America (+ all areas excluding EMEA & Asia Pacific) +1-855-242-3667, option #2 +1-919-433-7805	EMEA & Asia Pacific +1-855-242-3667 Option #2 +91 700-207-1460 / +91 700-207-1459
Email	support@zaloni.com Cases opened by email are assigned severity level 4 by default.	

ENGAGEMENT OF SERVICES

Zaloni delivers technical support to customers who have purchased Product Licence Subscriptions. These subscriptions entitle customers to receive the services set forth in this Support Services Policy (“Support Services”) during the term of an active Product Licence Subscription. Product Licence Subscriptions are renewable at the end of the then-current term to allow customers to continue to receive Support Services.

- Once a support request is opened, a Zaloni Support Engineer validates the case information and determines the severity level, working with the customer to assess the urgency of the case.
- Response times are set forth in the Service Description for the applicable service offering.
- Assistance with troubleshooting to diagnose and fix errors in the Software.
- Access to documentation relating to the Software.

To view a list of supported Zaloni Software components and versions, visit the Zaloni Support Matrix:

<https://zaloni.atlassian.net/servicedesk/customer/portal/2/article/204275789?src=478515119>

EXCLUSIONS FROM SUPPORT SERVICES: Zaloni supports releases of the Software as specified in the Product Lifecycle Policy set forth in Exhibit A below.

SEVERITY LEVELS

Support Services are provided in accordance with the initial response time guidelines as indicated in the Availability and Initial Response Times table below. Response times depend on the Support Package that a customer has purchased (Silver, Gold, or Platinum).

Zaloni addresses Error resolutions through a number of mechanisms, including:

- Defining workarounds
- Developing Maintenance Releases
- Through an upcoming general release based on issue severity and importance

Error resolution is based on severity. At Zaloni's discretion, product bug fixes may be included in a Maintenance Release as the resolution for cases that are high severity or impact multiple customers and do not have a workaround.

When setting the severity level, Zaloni's Support Team uses the following definitions:

Severity Level 1	<p>A production system issue that has halted or substantially impacted the Company's business.</p> <p>As soon as a core functionality is available, the severity level is lowered to the appropriate severity level. Issues in non-production environments may not be classified as Severity 1 issues.</p>
Severity Level 2	<p>Production system issue that has restricted Company business but business can continue</p> <p>Zaloni will work toward a workaround or permanent solution during applicable business hours. As soon as a core functionality is no longer severely degraded, the severity level is lowered to level 3. Issues in non-production environments may not be classified as Severity 2 issues.</p>
Severity Level 3	<p>Production or non-production system issue that has limited software functionality.</p>

Zaloni will use reasonable efforts during the applicable business hours to provide the customer with a workaround or permanent solution as soon as possible, balanced against higher severity level cases. If a workaround is provided, Zaloni's support engineers will continue to work on developing a permanent resolution to the case.

Severity Level 4 System inconvenience where minor functionality is impacted or a development issue exists (non-urgent request).

Level 4 requests include cosmetic issues, informational requests, feature requests, and similar matters. Zaloni does not provide a timeline or guarantee for the inclusion of any feature request.

Zaloni reviews level 4 cases and determines whether they are product enhancements to be considered for a future release, issues to be fixed in the current release, or issues to be fixed in a future release. Zaloni reviews and responds to information requests with a reasonable level of effort during coverage hours.

TARGET RESPONSE TIMES

Zaloni will use reasonable efforts to respond to support requests made by customers within the response times set forth below, based on the applicable service and severity level.

The following table shows the different issue severity levels and the guaranteed response time. With Platinum Support, you may report a critical issue at any time, day or night, and expect a Technical Support Engineer to begin working on your case based on the severity level.

		Standard 5 x 9	Gold 24 x 7 x 365		Platinum 24 x 7 x 365	
Severity	Definition	Response time	Response time	Update frequency	Response time	Update frequency
Severity 1 Blocker	Production system issue that has halted or substantially impacted the Company's business	6 hours	4 hours	Daily	1 hour	4 hours
Severity 2 Critical	Production system issue	1 business day	8 hours	-	4 hours	Daily

	that has restricted Company business but business can continue					
Severity 3 Major	Production or non-production system issue that has limited the software functionality	5 business days	2 business days	-	2 business days	-
Severity 4 Minor	Production or non-production system inconvenience	7 business days	5 business days	-	5 business days	-

Note: These are standard case response times, not case resolution times. A response means that Zaloni will contact you to 1) acknowledge receipt of your issue and 2) get any additional information that is needed to assist you. Zaloni-enabled Tools are not part of the Zaloni Product Suite. Zaloni Support provides support for these products on a best-effort basis; they are not covered by the Support SLA. These response times do not apply to the use of Professional Consulting hours for Gold and Platinum customers.

PROBLEM RESOLUTION

Zaloni will work to resolve problems and update the customer on the status consistent with the severity levels and target response times set forth above. Once the problem is resolved, Zaloni will contact you to confirm problem resolution. Zaloni will provide you with the following information during the final communication prior to closing the case:

- Root cause
- Resolution
- Recommendation for preventative action (if applicable)

PRODUCT SUPPORT SCOPE

You can view a list of Zaloni software components and versions that are supported to work together in our Support Matrix, available in the Product release document.

In scope

- Product installation and upgrades
- Diagnosis
- Hotfixes/bug fixes
- Bug reports

- Performance issues
 - Product configuration
 - Enhancement requests
- Out of scope
- Application design, development, and code review
 - System Architecture/ Infrastructure/ Network design
 - Implementation and development of security rules and policies Product preview features
 - Inactive Product version (dependent on product lifecycle)
 - Third-Party Integration
 - Benchmarking and Capacity Planning
 - Software not installed on supported systems in accordance with applicable Documentation
 - Any professional services activity

Contact your Zaloni Customer Success for information regarding Professional Services offerings.

SILVER SUPPORT BENEFITS

Silver support is included with every product license and includes regional business hours support for each customer.

PRODUCT UPGRADES & PATCHES

Customers are entitled to download the latest software patches and versions during the duration of their license. These are available for download from the Support Portal.

PRODUCT USAGE METRICS

Zaloni Support can run tools to collect product usage metrics that are valuable for understanding how the product is being used. These metrics include metrics on users, projects, entities and entity type, workflows and execution history, transformation actions being used, schedules in use, connections by source type, provisioning, etc.

REVIEW MEETINGS

Customers are entitled to have monthly meetings with the Zaloni Support team to review the current state of the platform and discuss any new feature requests or concerns the customer may have.

GOLD SUPPORT BENEFITS

Gold Support benefits include 24x7x365 coverage, assistance with product upgrades and patches, a guaranteed response time of 4 hours on Severity 1 support tickets, and the addition of 20 hours of Professional Consulting to ensure customers have access to the expertise needed to make their implementations successful.

PROFESSIONAL CONSULTING HOURS

Gold and Platinum customers are entitled to receive a set number of consulting hours each month from our Professional Services organization to accelerate architecture, implementation, deployment, and internal adoption discussions. Customers can use these hours to get input and recommendations on best practices, or to get help with specific custom solutions or implementations.

Zaloni will track and report on these hours each month. Each month customers will get a new block of hours based on the Platinum service agreement (unused hours will not roll over to the next month or accumulate). The use of Professional Services consulting hours does not fall under the Target Response times service levels.

PLATINUM SUPPORT BENEFITS

Zaloni Platinum Support includes all of the benefits of Gold Support plus 1 hour guaranteed response times for P1 issues, Premier Support Engineers, weekly review meetings, and additional Professional Services consulting hours. Platinum Support also includes our 24x7 Managed Services offering as documented in the section below. Platinum Support is targeted for mission-critical systems where any downtime is unacceptable.

PREMIER SUPPORT ENGINEER (PSE)

All Platinum Support tickets are handled by advanced senior Support Engineers with advanced technical and soft skills to better aid you with complex environments and mission-critical needs. Phone support and daily or weekly conference calls are included during critical issue resolution.

Your PSE:

- Acts as a single point of contact and escalation for support issues and works on all of your tickets as appropriate. PSEs help triage, prioritize, and process open cases, while continuously interfacing with Product Management and Engineering.
- Blends insight into current industry trends with specialized knowledge of Zaloni products to advise on best practices.
- Makes recommendations for optimum product performance, provides update guidance, and participates in weekly status reviews.
- Provides regular and frequent reviews, public roadmap briefings, and new use case explorations, which helps you maximize the value of your data and deployment.

MANAGED SERVICES

Managed Services is offered as either a 9x5 service or a 24x7 service depending on the customer's needs. The 9x5 service is offered for customers who are not running mission-critical services and need assistance in maintaining the platform during normal business hours.

TARGET RESPONSE TIMES

The following table shows the different issue severity levels and the response time for both the 9x5 and 24x7 Managed Services offering. These differ from the Product Support response times as this is a proactive monitoring service.

		9x5	24x7
Severity	Definition	Response time	Response time
Severity 1 Blocker	Production system issue that has halted or substantially impacted the Company's business	30 minutes *Only during 9x5 timeframe	30 minutes
Severity 2 Critical	Production system issue that has restricted Company business but business can continue	1 hour *Only during 9x5 timeframe	1 hour
Severity 3 Major	Production or non-production system issue that has limited the software functionality	1 business day	1 business day
Severity 4 Minor	Production or non-production system inconvenience	2 business days	2 business days

Note: These are standard case response times, not case resolution times. These times differ from the Product Support target response times.

SERVICE COMPONENTS

The key components included in Managed Services are listed below. Some components only apply to the production environment while others are performed in all environments.

Proactive System Monitoring - Production Environment

- o Monitor the ingestion of data into the system.
- o Monitor and ensure that all products and services on the Platform are working normally and escalating to the proper Product and Service Support team if required. Includes performance and capacity monitoring.
- o Monitor and ensure that all ZDP workflows of the Platform solution are working normally if not, rerun the workflow.
- o Monitor and ensure that all Platform nodes are green: no storage, memory, or CPU related flags.
- o Monitor system performance and capacity and report any issues or constraints.

Incident Management - Production Environment

- o Manage incidents and restore normal service operation as quickly as possible while minimizing the impact on business operations to ensure that the best possible service levels for quality and availability are maintained.
- o Address all system alerts and notifications.
- o Escalate issues to proper stakeholders and manage the resolution.
- o Report any delays or missed SLAs on data files to upstream systems.
- o Report any unusually high degradation of data quality to upstream systems.

Reporting & Documentation - Production Environment

- o Send standard daily, weekly, bi-monthly, and monthly Platform failure and consumption reports.
- o Track and report weekly on the HDFS and edge node space usage.
- o Maintain up-to-date documentation on the platform (Run-books, Operations Manual documents).

System Optimization - All Environments

- o Periodic maintenance of logs to ensure system efficiency and performance.
- o Optimize utilization according to comparative analysis.

- o Archive and cleanup data per a customer-defined data retention policy to ensure that day-to-day operations are optimized.

Upgrades & Patches - All Environments

- o Ensure all Hadoop upgrades are tested in a client lower environment and validated before propagating to the PROD environment.
- o Ensure all platform solution upgrades are performed smoothly.
- o Utilize the **customer lower environments** (Dev/ QA/ PP) to validate and test applicable product upgrades or patches planned for the production environment. This includes testing (but not fixing) any Professional Services custom solutions.
- o Ensure that new nodes are added without disruption of services, if required.

Security - All Environments

- o Assist client security team with any security related incidents. This team will also proactively report any incident that is detected in logs to the client security team.
- o Work with the client IT and Security teams to ensure regular maintenance and security checks are performed.
- o Maintain Ranger users and groups based on applicable policies; creation of new policy based upon customer request.

Platform Support - All Environments

- o Provide L1 support for Cloud, Hadoop, and product services. Coordinate with the Cloud, Hadoop, Product, and Platform solution Support teams to ensure platform availability. This excludes any third party products that are not included with the Hadoop distribution or native to the cloud environment.

SERVICE EXCLUSIONS

Managed Services is a critical service that is used to optimize and manage the platform and Arena products in your environment. This service does not include any of the following functions, which are handled by our Professional Services teams:

- Workflow development and maintenance
- Custom code or use-case development or maintenance
- Multi-site High Availability (HA) design and implementation
- Disaster recovery design and implementation
- Application design, development, and code review
- System architecture, infrastructure, or network design
- Third-party integration
- Benchmarking and capacity planning
- Any Professional Services activity

CUSTOMER RESPONSIBILITIES

Customers must provide reasonable cooperation and full information to Zaloni with respect to Support Services. Customers are required to assist Zaloni Technical Support staff until the problem is resolved.

Customers may be required to:

- Log into your systems for diagnosis of problems
- Download and install software patches
- Retrieve and transfer system logs or files
- Reinstall the product
- Participate in tests for fixes

In addition, for Platinum Support, customers are required to:

- Determine, together with Zaloni, the adjustments to the infrastructure that allows optimal platform operation.
- Review escalations made and resolve them according to the agreed priority and criticality level.
- Provide a point of contact to receive reports and manage issues resulting from the service.
- Grant direct system access to Zaloni.
- Support the installation of Zaloni monitoring systems and tools.
- Provide access to Hadoop or Cloud distribution support portal.

SUPPORT CONTACTS

The customer will designate contacts to serve as primary contacts with Zaloni. They are the only persons authorized to interact with Zaloni Support personnel (Support Contacts). The number of Support Contacts to which you are entitled is set forth based on the package you are eligible for (Silver, Gold, or Platinum).

Support Contacts will submit support tickets by opening a case in the Zaloni Support Portal (“Support Portal”) at:

support.zaloni.com

If needed, the customer can purchase additional contacts.

ESCALATION PROCEDURES

Every issue reported is tracked from the time you contact Zaloni until there is a joint agreement that the issue has been resolved. Based on the severity of the issue, Zaloni Support escalates customer cases through our organization to ensure your business-critical issues receive a quick resolution.

If you are not satisfied with the responsiveness of Zaloni's Support Engineer, you can escalate the issue to address your concerns. The following levels are defined for escalating any issues to higher levels in our organization.

- Level 1: Support Engineer
- Level 2: Senior Support Engineer
- Level 3: Premier Support Engineer
- Level 4: Support Group Management
- Level 5: Executive Team

PRODUCT UPDATES

Purchasing Standard, Gold, or Platinum Support entitles you to product updates at no additional charge during the term of the maintenance contract for all Zaloni products licensed and covered by maintenance. Contact Zaloni Support for more details.

CASE CLOSURE

Zaloni will make reasonable efforts to obtain your agreement that the problem is resolved prior to closing a case.

If the case is updated by a Zaloni Support Engineer and Zaloni receives no response from you within three (3) business days of the update, two (2) additional attempts will be made to notify you that the case has been updated. In each case, Zaloni will wait two (2) business days for you to respond. If, after the third (3rd) attempt, Zaloni has still not received a response, the case will be automatically closed.

If the case is automatically closed but you want to continue working on the issue, a new case should be opened referencing the old case.

ZALONI MISSION AND PLEDGE

The Zaloni Support team's mission is to work with you as a team to ensure that you receive maximum value from your investment in Zaloni solutions. Zaloni's pledge is to ensure your complete satisfaction: a case isn't closed until you say it is.

CHANGES TO POLICY

Subject to the terms of the Software agreement, Zaloni reserves the right, at its discretion, to change the Policy at any time based on prevailing market practices and the evolution of Zaloni Software products.

EXHIBIT A: PRODUCT LIFECYCLE POLICY

For Zaloni products, Zaloni offers eighteen (18) months of Technical Support from the general availability (GA) of new Major and Minor Releases. When you purchase a Zaloni Product Subscription, the Support Services lifecycle is divided into the following phases:

Full Support Full support lasts for twelve (12) months and Includes maintenance updates, bug fixes, and security vulnerability resolutions.

Maintenance updates and bug fixes are made to the latest Minor Release only, while security vulnerability resolutions are made available on an as-needed basis in all supported Minor Releases.

Technical Guidance Supports customers running product releases that have gone beyond the Full Support phase of the life cycle.

Primary assistance is available through the Support Portal, where you can receive support and workarounds. Zaloni Support may direct you to upgrade to a more current Major, Minor, or Maintenance Release to resolve issues. Qualified security vulnerability resolutions may be made available during this phase.

Technical Guidance includes the six (6) months following the end of Full Support for Zaloni Products; it does not apply to Supported Third Party Products.

In the event that Full Support for a Zaloni Product release would normally expire and no later release has been made generally available, Support Services for the old release will be extended until such time as a new release is made generally available.

In the event that support for a release would normally expire and no further releases are planned, a product may be end-of-life. The decision to end-of-life any product will be announced twelve (12) months ahead of the date that supports for all releases of any product will no longer be available.

Support level	Support	Activity by Support staff	Support hot-fixes and maintenance releases
Full Support	Phone E-mail Zaloni Support Portal	Investigate all reported problems. Provide circumventions, where possible.	Provide for selected critical problems.
Technical Guidance	Phone E-mail Zaloni Support Portal	Identify and provide previously documented known circumventions. Your Zaloni account representative may identify options for you to migrate to a Zaloni product or release at a higher support level.	Provide fixes where already available. Additional fixes may be considered on a time and materials basis.

Software products are generally composed of various components. Zaloni and its licensors of Supported Third Party Products are responsible for managing the overall direction of each of their respective products, so the decision as to which components to include in each release of the applicable Software products will be at Zaloni and its licensors' discretion, as applicable.

Support levels and end of support dates are as follows.

Zaloni software release	Release date	End of Full Support	End of Technical Guidance
ZDP 5.2	January 20, 2020	January 20, 2021	July 20, 2021
ZDP 5.1	November 4, 2019	November 4, 2020	May 4, 2021
ZDP 5.0.2	October 2018	October 2020	April 2021

FREQUENTLY ASKED QUESTIONS (FAQs)

How will the Zaloni Support Offering impact existing customers?

The Zaloni Support Offering will come into effect only in your next contract renewal. Until then, you will continue to receive your current support. For more information, contact your Zaloni Sales Representative or Account Manager.

What are Zaloni Support business hours?

Zaloni Support is available 24 hours a day, 7 days a week, depending on your selected Support Offering.

How can I enroll in the Platinum Support Offering?

Contact your Zaloni Sales Representative or Account Manager.

DISCLAIMER

THIS POLICY DEFINES A SERVICE ARRANGEMENT AND NOT A WARRANTY. THE SOFTWARE AND MATERIALS AND SERVICES RELATED THERETO ARE SUBJECT EXCLUSIVELY TO THE WARRANTIES SET FORTH IN THE APPLICABLE AGREEMENT. THIS POLICY DOES NOT CHANGE OR SUPERSEDE ANY TERM OF ANY SUCH AGREEMENT. TO THE EXTENT THERE IS A CONFLICT BETWEEN A TRANSLATED VERSION OF THIS POLICY AND THIS ENGLISH VERSION, THE ENGLISH LANGUAGE VERSION WILL PREVAIL.