



# Yunex Traffic Product Support

An introduction to support and maintenance to your Yunex Traffic products.

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## Product Support Overview

### Support Tiers:

- **Tier 1**  
Provided by our Service Operations Centre (SOC). This service is available 24/7 to log requests via phone or email.
- **Tier 2**  
Our Second line Product support experts to deal with any issues you may be experiencing.
- **Tier 3**  
Our Development and Infrastructure team dealing with any changes required to our systems.

### Benefits for supported hosted systems:

- Regular system updates and improvements.
- Proactive system monitoring, automated recovery functions & alerting of potential issues before they arise.
- Reduced TCO for solutions with no hardware maintenance costs.
- Resilient and reliable infrastructure hosted by world leaders AWS, partnered with Yunex.
- Up to date security patching in line with latest policies and threat vectors.
- Automated and secure system and data backups and recovery processes.

### What do you get from Product Support?

- Ability to log Product support incidents 24/7 to our Tier 1 team.
- Access to log, view and update support requests into our Support management tool directly.
- Direct communications with our Tier 2 Product Experts.
- Coaching on system features and tools.

### Services for locally based supported systems:

- Software application updates (Typically annually).
- Remote support of your system for problem diagnoses.
- Optional hardware support available.
- Additional costs for provision of antivirus, patching and backup provision.

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# Support and Maintenance commitment for Products

- Tier 1 support will be provided by the Service Operations Centre (SOC) 24/7.
- Tier 2 and 3 support functions are available Monday to Friday (excluding Bank Holidays) throughout extended office hours.
- Support incidents will be tracked and managed using the Product Support section within InView.
- Severity 1 incidents are processed on a 24/7 basis with customers with an appropriate contract.

## Severity 1 Incidents

***Critical issue the severely impacts operation of the system or services.  
(e.g. Total system failure)***

- Calls received via email or phone to the SOC will be logged into InView within 1 hour and a reference provided.
- Calls received directly to InView will be assigned to an engineer within 1 hour.
- The incident will progressed from the submitted state within 3 hours and customers will be notified that it is being investigated.
- Customers will be updated on the progress of the incident on a regular basis until the issue is resolved.

## Severity 2 Incidents

***Operational issue that causes impairment or medium level impact to systems or services.  
(e.g. Components within a module not functioning)***

- Calls received via email or phone to the SOC will be logged into InView within 1 day and a reference provided.
- Calls received directly to InView will be assigned to and engineer within 1 day.
- The incident will progressed from the submitted state within 1 day.
- Customers will be updated on the progress of the incident on a regular basis until the issue is resolved.

## Severity 3 & 4 Incidents

***All other faults not covered by categories A or B, including change requests and low impact issues and queries.  
(e.g. a single component failure)***

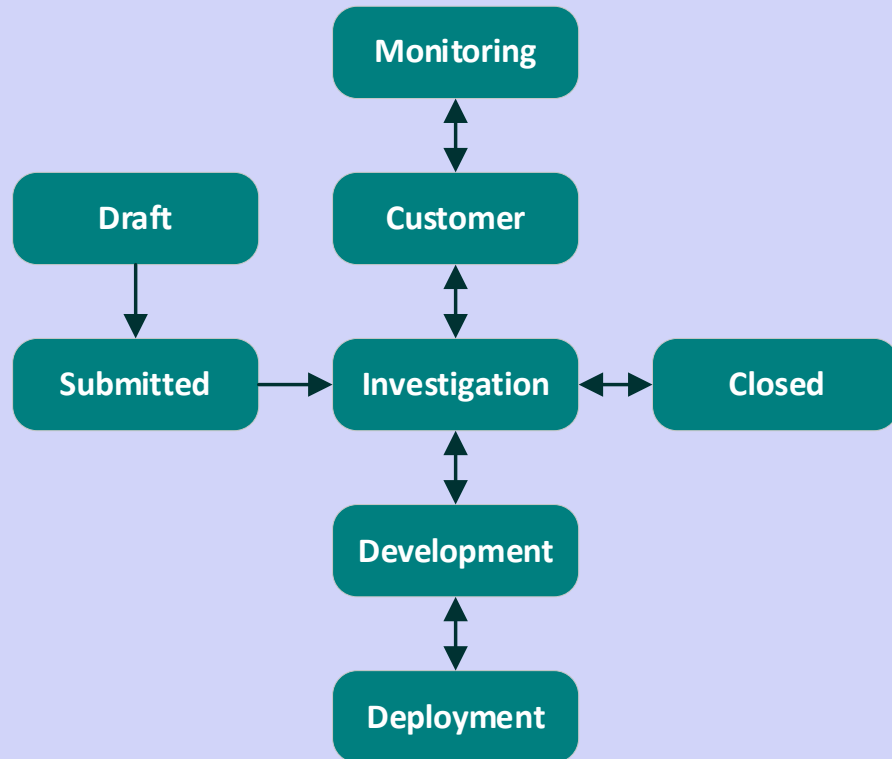
- Calls received via email or phone to the SOC will be logged into InView within 1 day and a reference provided.
- Calls received directly to InView will be assigned to and engineer within 1 day.
- The incident will progressed from the submitted state within 3 days.
- Customers will be updated on the progress of the incident on a regular basis until the issue is resolved.

- To log a Product Support incident via telephone, please contact the Service Operations Centre (SOC) on **+44 3301 230607**. Recommended method for logging severity 1 incidents.
- Incidents can be emailed to the SOC team at **its.service.mobility@yunextraffic.com** (monitored 24/7).
- If you require access to InView to log product support incidents in the system directly, please send an email request to the support team at **support.ts.uk.mobility@yunextraffic.com**.

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# Product Support incident lifecycle.

## Incident Lifecycle



*(Investigation is effectively used as the “hub” state. From here you can move the incident between states (i.e. Closed and Development) but has to come via Investigation).*

## Incident Lifecycle States

**Draft** - Customer is preparing Incident prior to submission for action.

**Submitted** - Incident submitted to the Yunex Support Team but not yet being investigated.

**Investigation** - Incident assigned to a Yunex Support engineer for investigation.

**Customer** - Incident awaiting customer feedback or activity.

**Monitoring** - System issue being monitored for recurrence/resolution.

**Development** - Fault identified and passed to the Yunex Development Team. This will be assessed as part of a regular review process and the incident updated with the development priority.

**Deployment** - The fault has been fixed and is awaiting deployment.

**Closed** - Incident is considered complete.