

5 facts about DXC Concerto Support

Support cases are intended to: resolve issues, request service and schedule change

Three ways to enter a ticket

DXC Concerto™ hours of support

Average commitment to responding & resolving cases

Prioritization examples

Escalation process

1 Three ways to enter a ticket



Email*

E-mail your name, contact information, and details of the issue to: **support@concertocloud.com**
*If ticket is emailed, default priority is set to low.



Customer web portal

Log into the customer support portal located on the DXC Concerto™ website. Next click **"Support"** and then select **"Report an Incident"**
https://concertocloud.service-now.com/cmp



Phone

Contact DXC Concerto™ 24x7x365 Triage Team at **866-866-0622** and have a ticket entered on your behalf

2 DXC Concerto™ hours of support

The DXC Concerto service desk is open 24x7x365. Critical requests (see SLA definitions below) should be initiated by calling **866-866-0622**. General Requests are handled between 8 am and 8 pm ET Monday through Friday.

3 Average commitment to responding & resolving cases

The complexity, urgency and impact of the case will play a role in determining how Concerto triages. The below time lines are an average and some cases will be resolved ahead of our time line. Due to complexity, some cases could exceed the average.



| Priority | Break-fix response | Break-fix resolution | Request response | Request resolution |
|----------|--------------------|----------------------|------------------|--------------------|
| Critical | 15 minutes | 1 hour | 1 hour | 2 hour |
| High | 1 hour | 4 hours | 2 hours | 6 hours |
| Moderate | 4 hours | 12 hours | 8 hours | 24 hours |
| Low | 12 hours | 24 hours | 24 hours | 72 hours |
| Planning | 24 hours | 72 hours | 48 hours | Best effort |

4 Prioritization Examples

Our customers generally determine the priority of the case, within reason. Concerto reserves the right to re-prioritize where necessary, depending on resources available and other factors. Below are prioritization guidelines:

- Critical:** Environment down or inaccessible to all users. Remove user access due to termination of employment.
- High:** One site has loss of access to DXC Concerto, but all other sites are functioning normally. Performance within an application has degraded, but users can connect/use the system. Restore files accidentally deleted by user, and lack of access impacting the business.
- Moderate:** Performance degraded for single user due to an intensive request. Single user lost access to DXC Concerto. Open a firewall port.
- Low:** User requests password reset. User lost ability to print. Create a new user account.
- Planning:** Customer is having an issue that can only be resolved during a planned maintenance window; Request to install an application.

5 Escalation process

Please consult the escalation list provided by your Service Delivery Manager or Onboarder. If you do not have your escalation list, call our Triage Team at **866-866-0622**. Please provide your incident number and the reason why the case needs to be escalated.