



BINARY TREE™
Powering Enterprise Transformations®

Binary Tree Support

Comprehensive User Guide

Updated: 5/4/2018



Table of Contents

Introduction to Binary Tree Support.....	3
About This Guide.....	3
Standard Support.....	3
Advanced Support.....	4
Service Level Agreement (SLA)	4
Support Plan.....	4
Power365 Support	6
Power365 Support only	6
• Different phone number and email address for support.....	6
• Support plan is included in the license cost	6
Support Policy	6
Customer Expectations.....	7
Non-Disclosure Agreement (NDA)	7
Support Case Management Process.....	7
Support Case Priority Levels	9
Closing a Support Case.....	9
Escalation Guidelines	9
Product Support Lifecycle Policy.....	9
End User License Agreement.....	10
Support Policy for Virtual Environments	10
Support Policy for Development/Test Environments.....	11
Upgrade your Support Plan	11
Renewing Support.....	11
Lapsed Support	11
Advanced Support Offerings.....	11
Technical Account Manager (TAM)	12
Advanced Off Hours Support (Remote Assistance)	12
Professional Services.....	13
About Binary Tree	13

Introduction to Binary Tree Support

Binary Tree is committed to ensuring that our customers receive the highest level of support. Should you have a problem with our software or require further clarification regarding its functionality, please do not hesitate to contact us. With our comprehensive knowledge and detailed product documentation, Binary Tree strives to provide prompt responses that resolve issues being encountered.

About This Guide

This document provides an overview of the support we provide to customers, and is intended to provide an explanation of the essentials and benefits of Binary Tree Support and how to maximize your support value.

Standard Support

Customers purchasing Binary Tree products have access to complimentary [Standard Support](#) with the basic functionality of the software, 24 hours a day, 7 days a week, 365 days a year. You can submit a standard support request via email or use our online request form.

Email:

support@binarytree.com

Website:

Submit a [Support Request](#) online to log a problem or ask a question.

Standard Support is defined as, our best effort to answer and resolve the reported issue, as well gather additional information, which may be necessary if your issue needs to be escalated and resolved by our Advanced Support team of product experts.

Standard Support provides answers to general knowledge questions on our products, license keys, information about relevant knowledge base articles, and more. In-depth product questions, issues, and phone and/or screen sharing assistance are not included in Standard Support.

If you have an issue that cannot be resolved by our Standard Support team, they will gather all the needed information from you and escalate your issue to our Advanced Support team provided you have purchased an Advanced Support Plan.

Advanced Support

Advanced Support provides you with access to our team of product experts. If the issue reported requires Advanced Support, then the customer must have purchased a valid Binary Tree Support Plan. You can submit an Advanced Support request via email, [online request form](#), or phone. Phone Support is only available during Advanced Support hours and to customers who have purchased a Binary Tree Support Plan.

Binary Tree product experts are available Monday through Friday 3:00 a.m. - 8:00 p.m. (US Eastern Time)*

*Local time zones and daylight savings time should be considered when contacting Binary Tree Support from a different region.

Please note that Advanced Support is not available during US or EMEA holidays, only Standard Support is available for that regions holiday.

You may purchase [Support Plans](#) in increments of 1, 3, 6 or 12 months. Please contact sales@binarytree.com to purchase your support plan.

Email:

support@binarytree.com

Website:

Submit a [Support Request](#) online to log a problem or ask a question.

Phone (Support Plan Required & Available during Advanced Support hours):

Location	Phone Numbers
United States	800-706-2913, 212-244-3635
London, England	(011)442-035142599
Sydney, Australia	(011)612-30370266
Tokyo, Japan	(011)813-45781809
Use Option 2 when calling	

Service Level Agreement (SLA)

When reporting an issue to Binary Tree Support, we will provide an initial response (Standard Support) within 4 hours. If the issue you are reporting requires escalation to Advanced Support, then a product expert will contact you during the hours Advanced Support is available. This SLA does not apply to subsequent responses beyond the initial SLA nor does it apply to the timeframe of resolution for the issue reported.

Support Plan

A Binary Tree support plan entitles you to Binary Tree product support. Support Plans are sold in increments of 1, 3, 6 or 12 months and provides the customer unlimited access to contact Binary Tree for the time frame purchased.

The Support Plan will become active immediately if you purchased the product directly from Binary Tree. If you

utilized our Binary Tree professional services team the support plan will become active at the time the project transitions from services to support.

Benefits and Value Proposition

- Unlimited access to a product expert (Level 3 Support) during the timeframe of your Support Plan
- Ability to contact us via email, online request form or phone
- Appropriate escalation based on issue severity
- Ability to provide advanced troubleshooting over a screen sharing application
- Ability to provide easy and quick solutions to common Binary Tree software questions
- Ability to assist with implementation of a CSR (customer specific release) to resolve a critical product issue during advanced support hours.
- Access to software release upgrades (assuming software license and software maintenance agreement is current)
- Access to the latest product documentation
- Access to the latest product release notes and known limitations

During the process of resolving a support case, a Binary Tree software developer or consultant may be brought in to assist. This is at the discretion of Binary Tree support. All contact related to a support case is to be directed to the Binary Tree support engineer, and not the additional resource(s).

When a customer issue spans multiple encounters (phone calls, emails, etc.) with Binary Tree support, this will be considered one Binary Tree support case. When a customer calls with multiple issues, they may be treated as separate cases. Binary Tree support, at its discretion, may group similar issues if their resolution all has the same course of action.

Power365 Support

Power365 Support only

Notes:

- Different phone number and email address for support
- Support plan is included in the license cost

Mail Migration:

- [Standard Support](#) Included
- [Advanced Support](#) Included
- [SLA](#) Included

Integration/Integration Pro:

- [Standard Support](#) Included
- [Advanced Support](#) Included
- [SLA](#) Included
- 24x7x365 Advanced Support included for [critical situations](#) only (down or inoperable) that standard support cannot resolve

Phone:

844-462-4087

Email:

power365support@binarytree.com

Support Policy

- The customer must be current on yearly software maintenance to receive the most current version of Binary Tree products
- Binary Tree is not required to provide support of software older than one GA (generally available) release/version
- Binary Tree Support will assist a customer if upgrading from one version earlier than the current GA release only during advanced support hours and with a valid Binary Tree support plan. If the customer chooses to upgrade outside of advanced support hours and still wants Binary Tree support assistance, then the customer must purchase [advanced off hours support](#) in advance.
- If the version of the software being used is older than one GA (generally available) release Binary Tree support will notify the customer and their Binary Tree sales account manager to engage Binary Tree professional services to perform an upgrade to a supported version.
- Support Plans must be purchased to receive Advanced Support (Power365 excluded) and remain valid only for the timeframe purchased.
- Binary Tree Support is required to provide support for the Binary Tree product versions supported.
- Binary Tree Support does not perform product training, implementation, or customization of the Binary Tree products. This type of assistance must be purchased through our professional services organization at their billable rate.
- Binary Tree Support does not support any customized code written by a customer outside of the generally

available software. Binary Tree Support will determine if a customer issue involves customized code. In such situations, Binary Tree Support will notify the client, and recommend engaging our Professional Services group for assistance.

Customer Expectations

- Ensure you are running a supported version of the Binary Tree software
- Review the product help documentation and product release notes for an answer on the issue being reported
- Review the Binary Tree knowledge database(s) on the Binary Tree website for an answer on the issue being reported
- Review platform provider websites and search the internet for an answer related to an environmental or non- Binary Tree product issue
- Provide Binary Tree Support with required information when reporting an issue. For convenience, you may choose to fill out a [Support Request Form](#)

Non-Disclosure Agreement (NDA)

It will be expected that if a customer encounters an issue with the Binary Tree product that we will require log files and data to properly troubleshoot the issue reported. If this cannot be provided due to security reasons Binary Tree support will not be able to investigate the issue reported. If required, please ensure a non-disclosure agreement is signed between both organizations to ensure an issue reported can be properly investigated.

Support Case Management Process

Reporting a Support Case

Prior to Logging a case you should review these helpful tips.

- Ensure you are running a supported version of the [software](#)
 - Check the product documentation for a resolution to the issue
 - Check the Release Notes and Known Limitations document
 - Try to see if the problem is reproducible
 - Check to see if the problem is isolated to one machine or more
 - Note any recent changes to your system and environment
 - Note the version of your Binary Tree product and environment details
1. Binary Tree support assigns unique case numbers to all customer requests for assistance. These case numbers allow Support to prioritize and track all cases through resolution.
 2. All cases are assigned a [severity level](#), and are placed in a queue to be processed by the next available Support Engineer. Binary Tree Support Engineers take ownership of your case and see it through to successful resolution.
 3. The Support Engineer will contact the customer and gather any additional information needed and will investigate to determine the proper course of action. This may require the Support Engineer to re-create the issue, work with our Binary Tree Software Development Team, and work with the customer on their configuration of the software, etc.

4. If the Support Engineer determines that the issue requires a fix to the software, the Support Engineer will notify the Development team. When a fix is made available from the Development Team, the Support Engineer will notify the customer of its availability.

Support Case Priority Levels

All support cases with Binary Tree support are assigned a priority definition based on the impact on your business. The customer determines the initial priority definition when placing a request for assistance. Priority definitions may be changed after initial contact and assessment of the issue from a Binary Tree Support Engineer.

Critical Situation (Crit Sit) - There is a critical problem with the software, such as: the software is completely down, inoperable, inaccessible, or unavailable to the customer.

- Binary Tree development resources will be engaged, and if the issue is determined as a product issue, a fix will be developed in the latest release of the software or we may issue a CSR (customer specific release) depending on the impact of the issue being reported. Support will keep the customer informed on the schedule and status.

High - The issue reported has a workaround, but the problem still significantly impacts the customer environment.

- A fix will be considered for the next GA (generally available) release.

Medium - The issue reported has a workaround and does not impact the customer environment, but is inconvenient for the usability of the product.

- A fix will be considered for a future release and documentation will be updated as appropriate.

Low - The issue reported does not impact the customer environment, but would be nice to have resolved in a future release of the product.

- A fix will be considered for a future release.

Closing a Support Case

Support cases remain open until the customer is satisfied that the case can be closed. When a support request requires a new product release before it can be satisfied, the request will remain open with Binary Tree, and the customer will be contacted when the release is available.

Binary Tree also employs a policy of closing support requests when customers fail to respond to further requests for information. Typically, follow-up emails or phone calls will be provided and if no response is received, the request will be automatically closed within the Binary Tree support system. The case may be reopened at any time, per the customer's request.

Escalation Guidelines

While we strive to meet all your needs and resolve your issues in a timely manner, we recognize that at times a critical issue may arise which requires special attention. If you are not satisfied with the progress of your case, you can request the issue be escalated. To escalate an issue, contact your case owner, and request to speak with a Support Team Lead and/or Manager, or contact us via phone if the case owner is not available.

The Support Team Lead and/or Manager will investigate the issue, contact you to discuss the situation and coordinate any additional resources necessary to resolve the issue.

Product Support Lifecycle Policy

Product fixes that have been determined as critical and necessary to resolve will be provided in the current GA

version of our software to supported customers. Fixes made in older versions of our products are at Binary Tree's discretion. For details on supported platforms and system requirements for the Binary Tree products, please review [Supported Platforms and Compatibility Matrix](#) on our website, or review the product Comprehensive User Guide.

End User License Agreement

For information regarding product enhancements, defects, or licensing please refer to the [End User License Agreement \(EULA\)](#) located on the Binary Tree website.

Support Policy for Virtual Environments

Binary Tree recognizes the industry increase in general deployments of virtual environments by customers. We will use commercially reasonable efforts to investigate potential issues with Binary Tree products running in conjunction with virtualization software, even though the Binary Tree product may not be currently certified to run in a virtual environment. The following paragraphs describe how Binary Tree Support will manage troubleshooting and diagnosing a problem with a product running in a virtual environment.

To identify the root cause of the problem, Binary Tree may require the customer to reproduce the issue independently of the virtualization software, on the actual supported hardware configuration. When issues are confirmed to be unrelated to the hardware virtualization software, Binary Tree will support the software in a manner that is consistent with our support policy.

If Binary Tree determines the issue is with the virtualization software, or cannot reproduce the problem on a physical system not running virtualization software, then the customer will be required to contact the virtualization software provider to resolve the issue. Binary Tree will provide information necessary to assist the customer in working with their virtualization software vendor.

Support Policy for Development/Test Environments

Binary Tree recognizes the industry use of development/test environments by customers. In many instances, these environments are not controlled by strict change control processes and can cause issues with the Binary Tree software. Therefore, Binary Tree Support will use commercially reasonable efforts to investigate potential issues within these environments. If there is an issue within the development/test environment that goes beyond the scope of product support this issue will be escalated to our professional services team to assist at a billable rate.

Upgrade your Support Plan

Our goal is to meet your specific business requirements. As your business needs change, we may have the flexibility to modify your support plan to better align with those needs. Contact your Binary Tree Account Manager if you would like to discuss your support plan.

Renewing Support

To avoid unnecessary interruptions of support services, please contact your Binary Tree Account Manager if you have any questions about the status of your current support plan or pending renewal.

Please contact sales@binarytree.com for a comprehensive list of all Binary Tree Support offerings.

Lapsed Support

Without a current advanced support plan (Power365 excluded) customers will not be able to receive Advanced Support. Binary Tree cannot guarantee advanced support assistance to customers who allow their support plan to lapse or to those customers who choose not to purchase support until a support issue arises.

Advanced Support Offerings

[Technical Account Manager](#)

[Advanced Off Hours Support](#)

Technical Account Manager (TAM)

A Technical Account Manager is essential to your project. They deliver technical expertise and experience to ensure that your transition and project experience is a success. These skills, along with empathy and honesty, make your Technical Account Manager a trusted and valuable part of your team.

Benefits and Value Proposition

- A single point of contact provides you with a trusted technical advisor, offering valuable guidance around your Binary Tree solutions. Ensuring you are getting the best experience with our solutions
- The Technical Account Manager will ensure you have the quickest response to your requests
- Having access to a dedicated TAM provides you with the comfort that Binary Tree is with you through your transition project
- Regular meetings with Technical Account Manager to review all open cases and discuss any concerns
- Provides a spreadsheet/report at each regular meeting, with a list of all open issues and current status
- Provides [Standard Support](#)
- Introduce you to new Binary Tree product features
- Provide customer with details on our product portfolio so we can ensure the customer has all the tools they need to be successful

A TAM is there to assist customers when they need that extra level of support during normal business hours. For customers requiring assistance/escalation outside of normal business hours, or over the weekend, we offer a 'Premier TAM' to ensure your project is a success.

Contact sales@binarytree.com to inquire about adding a Technical Account Manager to your transition project.

Advanced Off Hours Support (Remote Assistance)

Advanced Off Hours Support offers customers a Product Expert who is available at the customer's convenience. With Off Hours Support, the customer's mind will be at ease knowing that Binary Tree is there to deliver technical experience and expertise to support the project and ensure its success.

This offering is for an 'on-call' remote support resource. If you need a resource to perform migrations, or to monitor the migrations remotely, please contact our sales team to arrange for assistance from our professional services organization."

Benefits and Value Proposition

- Access to a dedicated product expert
- Ability to contact us via email or phone (the customer can choose what they prefer)
- Appropriate escalation based on issue severity if required
- Ability to provide advanced troubleshooting over a screen sharing application
- Ability to assist with implementation of a CSR (customer specific release) to resolve a critical product issue
- Ability to provide and assist with implementation of a customer specific release or workaround

Contact sales@binarytree.com to inquire about Advanced Off-Hours Support.

Professional Services

There may be times when additional resources are required to solve a customer's case. Binary Tree Support can work with the Binary Tree Professional Services Organization to ensure a reliable hand-off of your issue.

Binary Tree consistently delivers premium resources, processes, and products to maximize the return on your enterprise IT investment. Each member of the Binary Tree Professional Services team is committed to sharing their dedication, knowledge and expertise with you. With our expertise, they can also provide you with additional product knowledge, functionality and tools to successfully integrate Binary Tree solutions into your own work environment. If you need help with Project Management, Technical Consulting, Architecture Design, Implementation, Documentation, Education or Customization, we have the trained professionals to help meet your needs.

To find out more about Professional Services, please visit our [website](#).

About Binary Tree

Binary Tree is a Microsoft Gold Partner for messaging, cloud productivity and application development and is dedicated to and focused on enterprise transformations to Microsoft platforms. Since 1993, Binary Tree has transformed more than 8,000 global clients and 42 million users, including 7.5 million users to Office 365. The company is a globally preferred vendor for Office 365. Its headquarters is located outside of New York City with global offices in France, Germany, Singapore, Sweden and the U.K. Its award-winning software and services help companies modernize email, directories and applications by moving and integrating them to the Microsoft cloud. The company's business-first approach helps plan, move and manage the transformation process from end to end so that clients can stay focused on their core businesses. Binary Tree's experts deliver low-risk, successful IT transformations. Visit www.binarytree.com for more information.

Social Media Resources



© Copyright 2018, Binary Tree, Inc. All rights reserved.

Binary Tree, the Binary Tree logo, the Powering Enterprise Transformations tagline and any references to Binary Tree's products and services, are trademarks of Binary Tree, Inc. All other trademarks are the trademarks or registered trademarks of their respective rights holders.