



Login VSI Support

Product Support Services

Although we do our best to make our products as easy to use as possible, there might be a moment where support is necessary. The Login VSI Support team will answer your support calls on weekdays during business hours.

Office

Amsterdam, The Netherlands
Boston, MA, United States

Business hours

Mon-Fri 9:00am - 5:00 pm (CET + EDT)

Contact Support

Send email to support@loginvsi.com

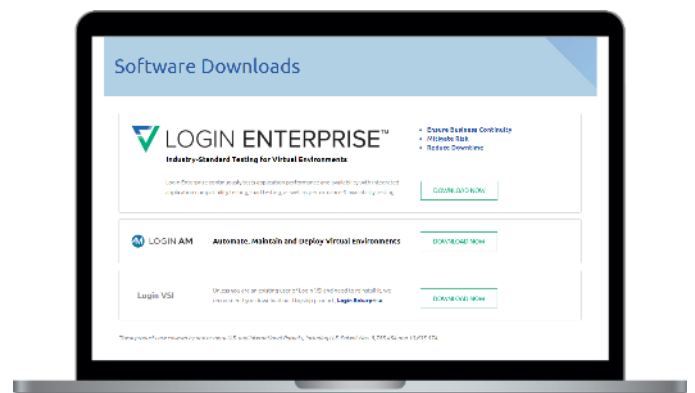
Amsterdam office: +31 20 705 1200

Boston office: +1 844 828 3693

Languages

Helpdesk support is available in English and Dutch.

All product documentation and downloads are available in the support section of the website.



LOGIN VSI SUPPORT - SOFTWARE DOWNLOADS

Support Center Bank Holidays

All locations

- New Year - January 1
- Christmas - December 25

The Netherlands

- King's Day - April 27
- Easter Monday
- Ascension Day
- Pentecost Monday
- Christmas - December 26

United States

- President's day - Third Monday in February
- Memorial Day - Last Monday in May
- Independence Day - July 4th
- Labor Day - First Monday in September
- Thanksgiving - Fourth Thursday in November

Support Process

1. Customer contacts Login VSI Support to log a case
2. Login VSI receives the case from the customer. Customer receives a case number in return - Registered
3. Login VSI assigns the case to a Support Engineer - Assigned
4. Engineer starts working on the case and acknowledges that to the customer - In process
5. Engineer resolves the case or provides a workaround if available until the case is resolved (if needed in direct contact with the customer) - In process
6. Engineer delivers the solution to the customer - Solution delivered
7. Customer accepts the solution - Solution delivered
8. Case closed and customer receives a notification - Closed
9. OR: Customer does not accept the solution, and re-opens the case - Re-opened



Support Levels

After you have asked for support, the support call will be qualified and an urgency level will be provided.

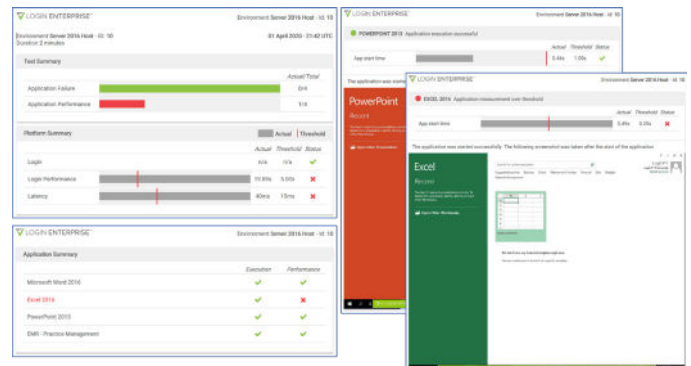
The next four urgency levels are applicable:

Priority Level	Description	Reaction Time
Urgent	Project/operations is at a halt and a lot of resources are wasted or Licensed software is impacting processes at a production environment.	< 1 working day
High	Project/operations is partially at a halt and resources are wasted or Licensed software is impacting processes partially at a production environment.	< 2 working days
Normal	Project/operations can continue but requires attention to Licensed software to continue or Licensed software is impacting processes at a test environment.	< 3 working days
Low	Questions or Information on best practices on the Licensed software.	< 4 working days

The customer will assign skilled Engineers to its technical support staff, who will be authorized to contact Login VSI

Login VSI will assign skilled Engineers knowledgeable and responsible for the Software to provide support and assistance to the customer. Login VSI will give the customer all contact information to register a call at the Login support organization. Login VSI will provide support and assistance to the customer in:

- Clarification of functions and features of the software
- Clarification of the documentation of the software
- Guidance in the operation of the software and error verification
- Diagnosing and troubleshooting software problems
- Identifying and providing updates and upgrades and the appropriate documentation to minimize any disruption to the customers use of software.



APPLICATION WORKLOAD TEMPLATES

Application Workload Templates

You can download application workload templates. They have been developed and tested by Login VSI. However, they are provided as-is and may need further configuration and/or customization to work successfully in each unique environment. If you need further Professional Services-based customizations, please contact the Login VSI Support and Services team.



✉ info@loginvsi.com

🌐 LoginVSI.com

About Login VSI

Login VSI automatically tests and validates the impact of change to physical, virtual and cloud-based workspaces, to maximize the true end-user experience.