Quadrotech

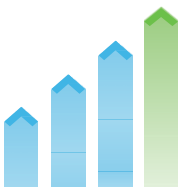
Support for Products and Tools

Created: September 2014

Reviewed: January 2019

Next Review: June 2019

Quadrotech is committed to providing quality products, training, documentation, and video material. As part of our drive for quality, our documentation is reviewed at least every few months. Should you have a comment about our documentation please contact us, we'll work to include your personal feedback.

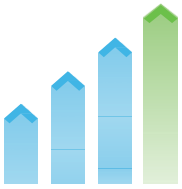


© Quadrotech Solutions AG, 2019. All rights reserved.

Quadrotech

Table of Contents

Support Process 3
Opening a Ticket 4
How We Work 5
Examples of Tickets 7
A Good Ticket 7
A Bad Ticket 8
About Support 9
Checklist 10
Migration products 10
Reporting, Security, and Management 11
About Quadrotech 13
Locations 13
Switzerland 13
United States 13
United Kingdom 13



© Quadrotech Solutions AG, 2019. All rights reserved.

Quadrotech

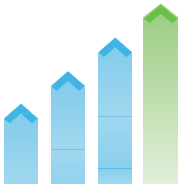
Support Process

Quadrotech looks forward to the transition from the pilot/design phase to the production phase, no matter which product or tool is being used. Questions or issues might arise when a product/tool is used in production, which were not encountered in the pilot phase. When this happens, the Quadrotech customer experience process should be followed.

The process operates on a break/fix methodology. To effectively manage the process, each unique ticket is focused on a single issue with a clearly defined scope. In instances where the single issue is unclear at the reporting of an issue, we'll help you narrow the focus into a single scope. Whenever necessary, we'll create additional tickets to address additional issues that fall outside of the scope of the issue that was initially reported.

For general requests that are outside of the break/fix methodology, email:
field.enablement@quadrotech-it.com

If you have engaged with us to provide a Managed Service, contact:
managed.operations@quadrotech-it.com



© Quadrotech Solutions AG, 2019. All rights reserved.

Opening a Ticket

You can create tickets in the Quadrotech Support Hub: https://support.quadrotech-it.com/

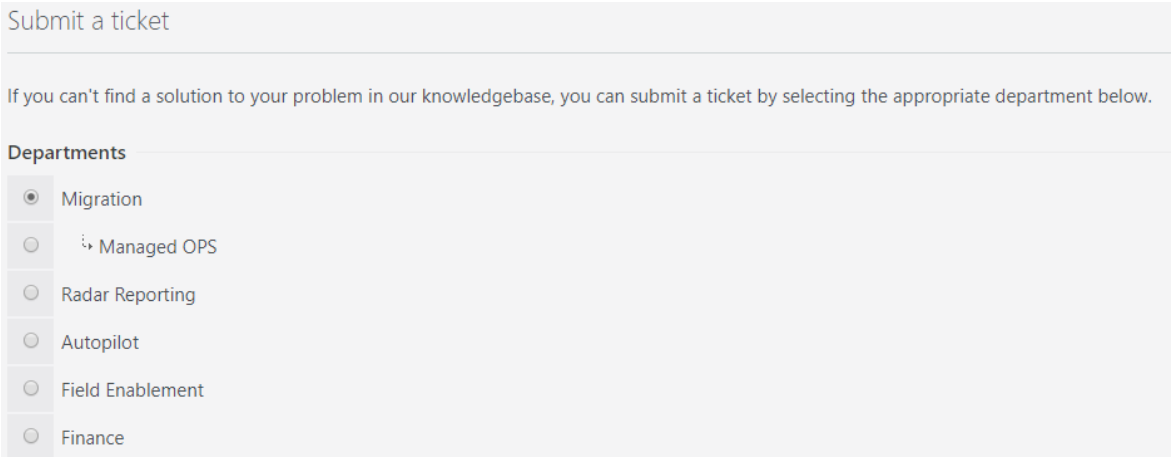
Note: You need an account to manage tickets.

The support process is information-dependent. Details related to an issue or environment might seem minor, maybe a certain unexpected behavior happens very infrequently. However, those details might provide insight that ultimately helps us identify the root cause.

You'll find a checklist at the end of this document that explains what information is required when you open a ticket. When customers don't provide this information initially, there are often support delays while details and information are gathered.

Please take the time to review and collect the information requested before opening a ticket. This allows our team to work to resolve your ticket as quickly as possible.

Also, make sure you select the appropriate department when opening a ticket:



© Quadrotech Solutions AG, 2019. All rights reserved.

Quadrotech

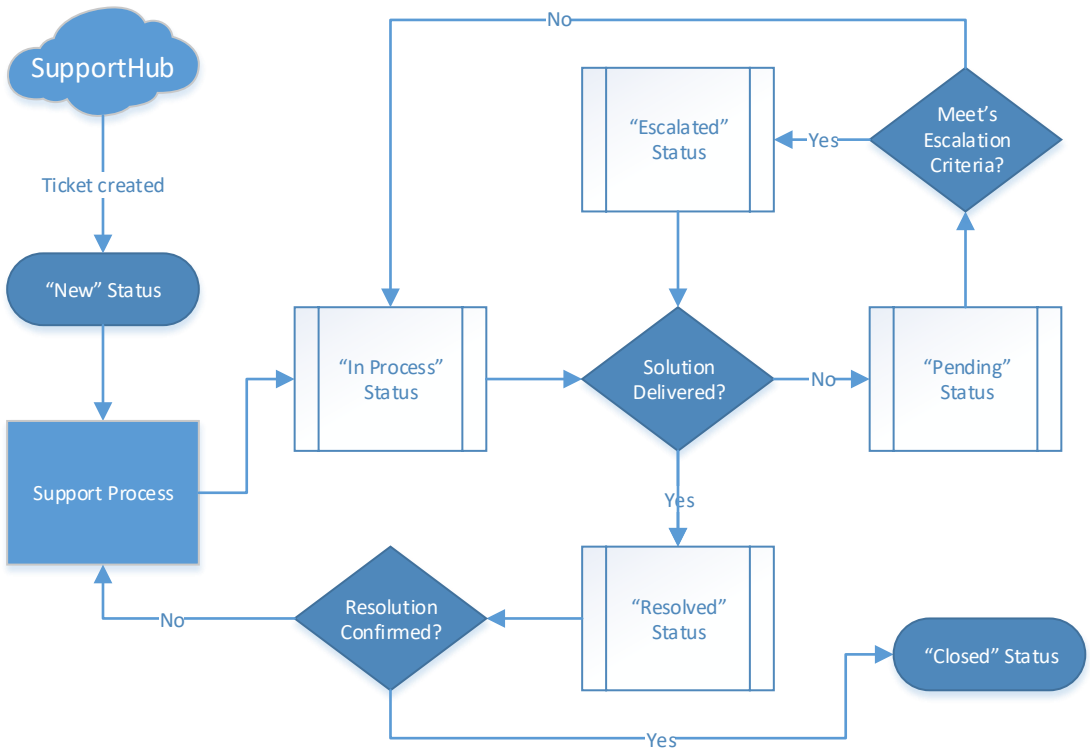
How We Work

Our team has a deep knowledge of the Quadrotech products and tools and we're passionate about our work. We will work diligently to understand your request, answer it, and leave you feeling satisfied with the outcome. We have access to key resources and specialists from across our entire organization. They contribute decades of experience to aid in the investigation of even the most complex issues.

To deliver an excellent experience, we must work together. Our team needs to understand your issue, and the environment, so we can provide the best possible experience. We invite you to work collaboratively with us through the entire process. This improves your experience and makes our products the best of their class.

To give our customers a better understanding of the support process, we created examples of a good ticket and a bad ticket, which you'll find in the next section. After these examples, you'll find a checklist of the information you'll provide when you open any ticket.

But first, let's define the statuses and priority levels of a ticket. As with any organization, a Quadrotech ticket goes through statuses during its lifecycle. There are also several priority levels that help govern the level of involvement, prioritization, and effort involved during the process. Take a look:



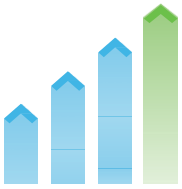
© Quadrotech Solutions AG, 2019. All rights reserved.

The available statuses are:

Status	Criteria
New	A support request has just been submitted. It may be assigned to an individual or a queue. A response has not yet been given.
In Progress	The customer experience ninja has responded to the customer regarding the receipt of the support request and is actively pursuing a resolution.
Pending	The customer experience ninja is not actively working on the resolution of the support request. Generally, this is because we need more information from the submitter of the case or we're waiting on a pending program fix. However, requests may be put on hold for other reasons as well.
On Hold	The customer experience ninja and the customer have agreed that the ticket can be placed in this status for a period of time. During this time there will be no active work on the request.
Resolved	The customer experience ninja thinks there is a satisfactory resolution, but they may be waiting for confirmation from the customer that the request can be closed.
Closed	The customer and the customer experience ninja agree that a satisfactory resolution has been provided, or the customer understands that the problem is not a result of a program defect, or the customer experience ninja has made multiple attempts to contact the customer and the customer has not responded.

The available priority levels are:

Priority	Criteria
High	Major feature/function failure. Operations are severely restricted, there is a major disruption of work, and there is not an acceptable workaround available.
Medium	Minor feature/function failure. The program does not operate as designed, there is a minor impact on usage, and an acceptable workaround can be deployed.
Low	Minor problem. This is assigned to requests for documentation, general information, enhancements, etc.



© Quadrotech Solutions AG, 2019. All rights reserved.

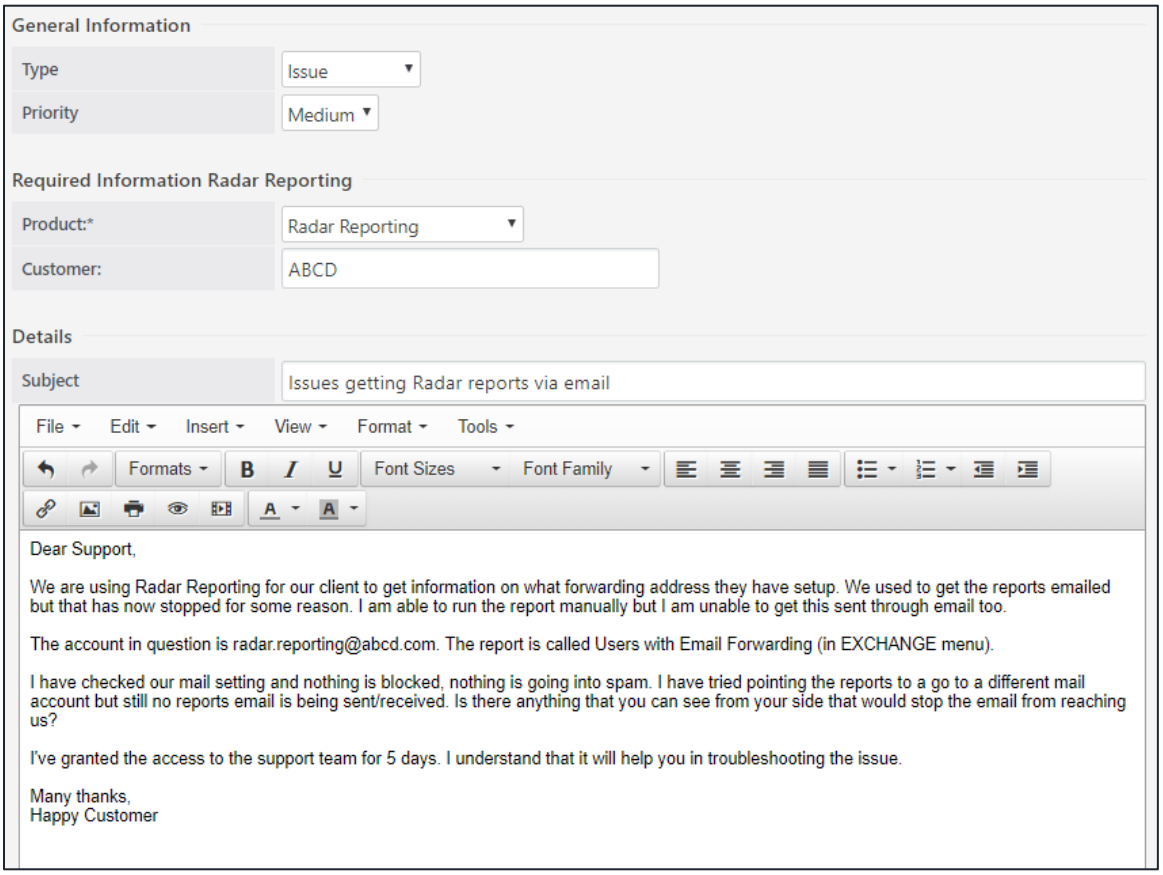
Quadrotech

Examples of Tickets

During the last few years, Quadrotech has enhanced the products and tools in our portfolio, while also introducing new products. We emphasize quality and stability. We hope our customers have the best experience possible. Should the need arise, please contact us. To ensure we can support you when you contact us, there's some information we'll need so we can adequately support our products.

A Good Ticket

Here's an example of a request to open a ticket that contains enough information for the customer experience ninja to provide an actionable response:



This ticket could be quickly actioned because the customer provided:

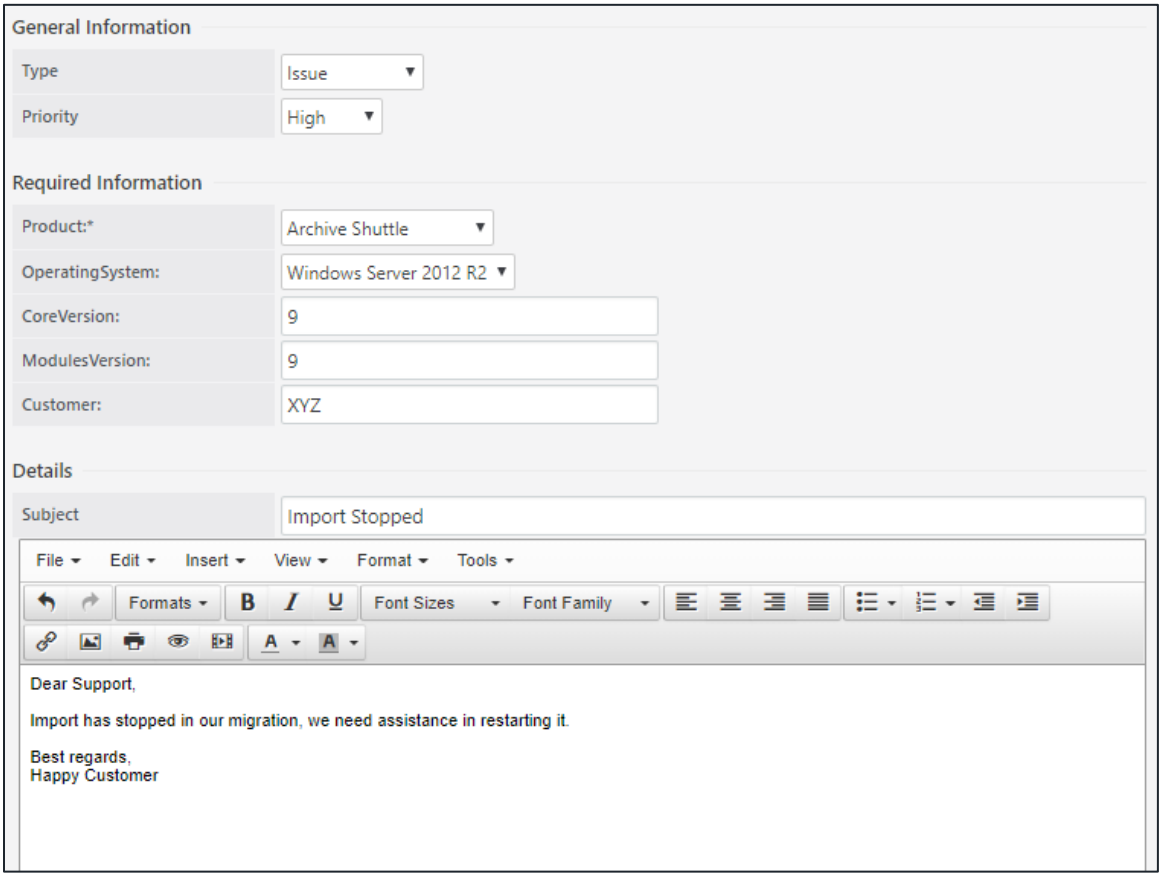
- Product information
- A clear title
- A detailed description of the problem they encountered
- The name of the report affected
- Access to the support team for faster troubleshooting

© Quadrotech Solutions AG, 2019. All rights reserved.

Quadrotech

A Bad Ticket

Now, here's an example of a request to open a ticket that doesn't provide enough information for the customer experience ninja to be able to further investigate the issue:



This ticket has:

- Insufficient detail regarding the product version. For example, the exact build number is missing.
- No clear title. For example, they're importing into what type of target?
- A poor description
- No accompanying log file or screenshots

In this example, besides seeing that the customer needs assistance, there isn't enough information here to support or diagnose why the import stopped.

From these examples, you can see why providing enough information in the initial ticket helps us reach a resolution more quickly and effectively.

© Quadrotech Solutions AG, 2019. All rights reserved.

Quadrotech

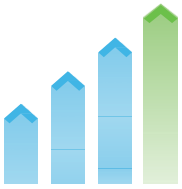
About Support

The Support Hub is the central location for managing tickets. It's located here: https://support.quadrotech-it.com/

You need an account for the Support Hub to submit and manage any tickets.

Before opening a new ticket on the Support Hub, use our knowledgebase to see if there is an existing article covering the issue or request: https://info.quadrotech-it.com/

Support is available between 7:00 AM and 11:00 PM UTC, Monday through Friday.



© Quadrotech Solutions AG, 2019. All rights reserved.

Quadrotech

Checklist

A new support ticket should contain the same basic information. This information depends on the product to which the ticket relates. This section gives a checklist of some basic information to include in a ticket.

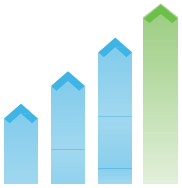
Migration products

Our migration products include:

- Archive Shuttle
- Archive Shuttle Cloud
- Mailbox Shuttle
- Mailbox Shuttle Cloud
- PST Flight Deck
- Cloud Commander
- EV near Sync & Tools
- Other

When opening a ticket related to a migration product, include as much of this information as possible:

Item	Description
Product	The product or tool involved in the request
Version	The detailed version number of the product or tool involved in the request. For example, 9.3.37438
Operating System	The operating system where the product or tool is installed
Product Bitness	Whether the product is 32-bit or 64-bit
Customer	End customer name, if a Quadrotech partner
Subject	A one-line description of the issue
Type	Type of the issue (issue, bug, question, enhancement)
Priority	The requested priority for the support request
Detailed Description	A clear and detailed description of the issue experienced and/or what you are seeking in reaching out to us. For example, tell us: What do you see and what you expect to see?



© Quadrotech Solutions AG, 2019. All rights reserved.

Files	Any supporting files. For example: • Log files, support bundle • Screen shots • Recordings Notes: Attachments limited to 20 Mb (larger files can be sent via FTP)

Reporting, Security, and Management

Our reporting, security, and management products include:

- Radar Reporting
- Radar for Security & Audit
- Autopilot
- Other

When opening a ticket related to a reporting, security, or management product, include as much of this information as possible:

Item	Description
Product	The product or tool involved in the request
Customer	End customer name, if a Quadrotech partner
Tenant	Name of the tenant involved in the request
Subject	A one-line description of the issue
Type	Type of the issue (issue, bug, question, enhancement)
Priority	The requested priority for the support request
Detailed Description	A clear and detailed description of the issue experienced and/or what you are seeking in reaching out to us. For example: • Sign up issue (problem with signup or service account) • Report issue (not showing data, missing some data in a report or a report is not updating)—provide the name of the report (including the columns and filter used in the affected report) • Overall section issue (no data for section) For example, tell us: What do you see and what you expect to see?
Grant access to the support team	If you are a Radar Reporting customer: • https://info.quadrotech-it.com/knowledge-base/granting-access-to-the-support-team/

© Quadrotech Solutions AG, 2019. All rights reserved.

	If you are a partner and opening a ticket for your customer: • https://info.quadrotech-it.com/knowledge-base/granting-access-via-partner-portal-to-the-support-team/
Files	Any supporting files. For example: • A screenshot of the problematic report (including the columns and filter used in the affected report) • A csv or pdf file of the affected report (for scheduled/exported reports) **Note:** Attachments limited to 20 Mb (larger files can be sent via FTP)

© Quadrotech Solutions AG, 2019. All rights reserved.

Quadrotech

About Quadrotech

Quadrotech specializes in email migration projects of all sizes. In the past two years alone, we have migrated over 11.6 Petabytes of data and almost 4.7 million mailboxes. Our single-vendor approach allows the management and co-ordination of migration across four email content locations. Our services don't stop at migration.

We are also the market-leading provider of Office 365 reporting, analytics and auditing tools. Offering a suite of over 100 reports covering all major Office 365 services, our reporting solutions help customers gain the business insight to control their Office 365 environment on a global scale.

Locations

Switzerland

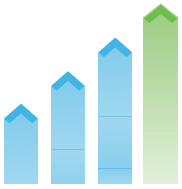
Quadrotech Solutions AG
Alpenstrasse 15
6304 Zug

United States

Quadrotech Solutions Inc.
World Trade Center Delaware
802 West Street, Suite 105
Wilmington, DE 19801

United Kingdom

Quadrotech Solutions Ltd.
Woodlands Grange
Woodlands Lane
Almondsbury, BS32 4JY



© Quadrotech Solutions AG, 2019. All rights reserved.