

# VMS Software Inc. Customer Support Contact Tree

Prepared for <Customer Company Name>

Month dd, 2021

## Table of Contents

Initial Contact for Inquiries and L3 Problem Reports.....	2
Reporting Critical Outage Problems .....	2
Technical Account Manager (TAM).....	2
Problem Reporting Requirements .....	2
Contract and System Information.....	2
Problem Statement.....	2
System Dump File .....	3
Obtaining Status on Existing Cases .....	3
The Escalation Process.....	3
Security and Compliance Information .....	3
Netsuite Ticketing System.....	3
Jira Defect Repair Ticketing System.....	3
VMS Software Security & Compliance Policy.....	3
Defect Repair Patches and Product Updates.....	4



VMS Software

VMS SOFTWARE INC. 800 District Ave  
Suite530, Burlington, MA 01803

## Initial Contact for Inquiries and L3 Problem Reports

Report all problems and direct all inquiries to the VSI software support email address or the VSI direct support phone number:

[support@vmssoftware.com](mailto:support@vmssoftware.com) or Phone +1 978-451-0921

### Reporting Critical Outage Problems

Always call the VSI support line phone number when your problem involves critical outages to your production systems like system unavailability, system hangs, etc. Calling the phone number ensures the quickest response time.

### Technical Account Manager (TAM)

If you purchased Platinum or Gold level support for a VSI OpenVMS operating environment version, V8.4-1H1 or later, a technical account manager is available to you. Your TAM is the primary contact for any issues and questions concerning VSI Support. Your TAM can schedule meetings to review status of your VMS issues and plans. Frequency of status meetings is to be agreed upon by you and your TAM.

Your TAM is your primary contact for information on cases and inquiries to VMS Software, Inc. The TAM for Shaw Cablesystems is <tam name>, [tammy.Manny@vmssoftware.com](mailto:tammy.Manny@vmssoftware.com)

## Problem Reporting Requirements

### Contract and System Information

This information should be communicated in the problem report:

- Your VSI Support Number (VSN). The support number is typically your VSI Order Number (VON). If your support contract covers an older HPE VMS version, your VSN is typically your company's or your reseller's purchase order number. As of the writing of this document there is one order and contract the VSN number is <VSN number or numbers, if known>.
- The server name of the system(s) with the problem.
- The criticality of the problem: Critical production problem, major problem but systems functional, minor problem to be fixed, nuisance, inquiry.
- The output of the VSI\$SUPPORT.COM DCL script is requested if possible. The script can be downloaded from <https://vmssoftware.com/products/vsisupport/>

### Problem Statement

Include an accurate problem statement describing the user visible behavior or symptoms, when the issue started, and any changes in the environment made prior to the issue surfacing.



VMS SOFTWARE INC. 800 District Ave  
Suite530, Burlington, MA 01803

## System Dump File

If a problem resulted in a system crash, technical support will create a drop box user account for you to transfer the system dump file to VSI for analysis as soon as possible. If you cannot transfer the dump file to VSI, providing remote analysis of the dump file to VSI is desired.

## Obtaining Status on Existing Cases

All contact to VSI generates a unique case number. You receive the case number assigned to your inquiry or problem during your initial report. Please include the case number in the subject line or in the text of email messages requesting status on cases.

## The Escalation Process

Escalation of open issues concerning your VSI support follows these levels:

1. First Level of Escalation: Raise the issue to your TAM, <name of TAM>.
2. Second Level of Escalation: VSI Product Support Management  
Dave Sweeney, +1-978-451-0895 Dave.Sweeney@vmssoftware.com
3. Third Level of Escalation: VSI Management Team

## Security and Compliance Information

### Netsuite Ticketing System

VMS Software, Inc. uses Oracle Netsuite as the customer ticketing system. When you email or call VSI Support to report an issue, the information you provide is stored in Netsuite.

“Oracle NetSuite has the certifications, tools, and advisory services to help you meet your [regulatory, operational and compliance](#) challenges. Credit card and personally identifiable information is always secure, and NetSuite is externally audited to SOC 1 Type 2 and SOC 2 Type 2 (SSAE18 and ISAE 3402) standards while maintaining ISO 27001 and 27018, PCI DSS and PA-DSS compliance.”<sup>1</sup>

### Jira Defect Repair Ticketing System

If an issue reported by your company must be elevated to VSI R&D for defect repair, the Netsuite information is sent to R&D's Jira database. There is no public access to the R&D Jira database. The Jira security practices are documented here: <https://www.atlassian.com/trust/security/security-practices#our-approach>.

### VMS Software Security & Compliance Policy

All VMS Software, Inc. employees are required to complete Security and Compliance Training annually. Three to six training classes are required to be completed within the year.

---

<sup>1</sup> <https://www.netsuite.com/portal/platform/infrastructure/operational-security.shtml>

## Defect Repair Patches and Product Updates

Cumulative defect repair patches are downloadable via sftp from vsiftp.vmssoftware.com using the credentials: username: ECOKITS password: To Be Supplied Later <Case Sensitive>.<sup>2</sup> The file VSI\_MASTER\_KIT\_LIST.TXT in the home directory contains the most current list of ECO defect repair kits and software products available. All VMS Open Source kits are downloadable from the VMS website at: <https://vmssoftware.com/products/list/?license=Open%20Source> .

---

<sup>2</sup> The username and password provided cannot be shared outside your organization. Within your organization patch download and installation is entitled only for your OpenVMS servers under support or subscription contract with VMS Software.