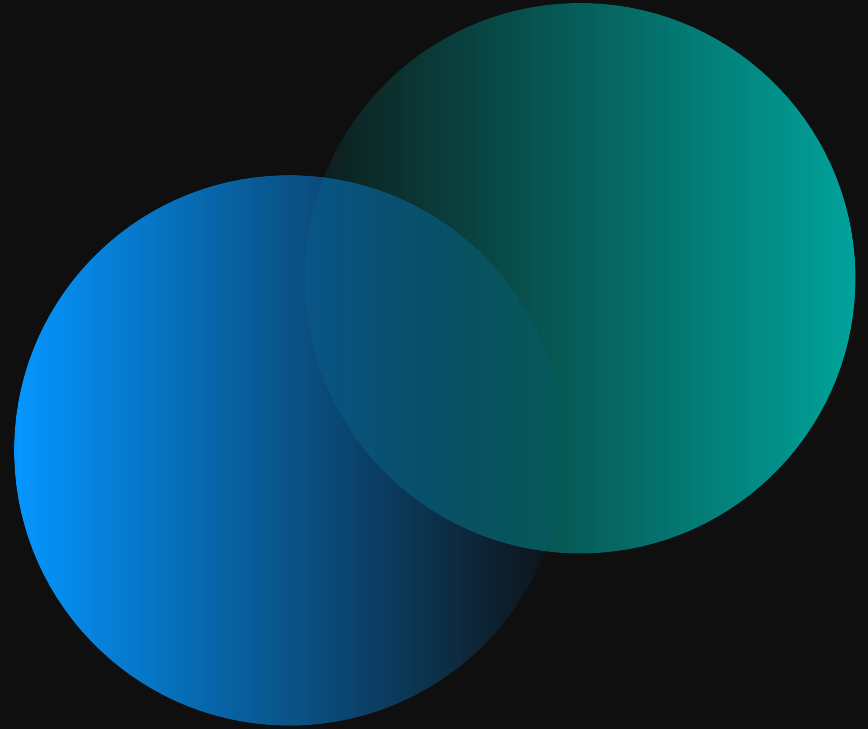
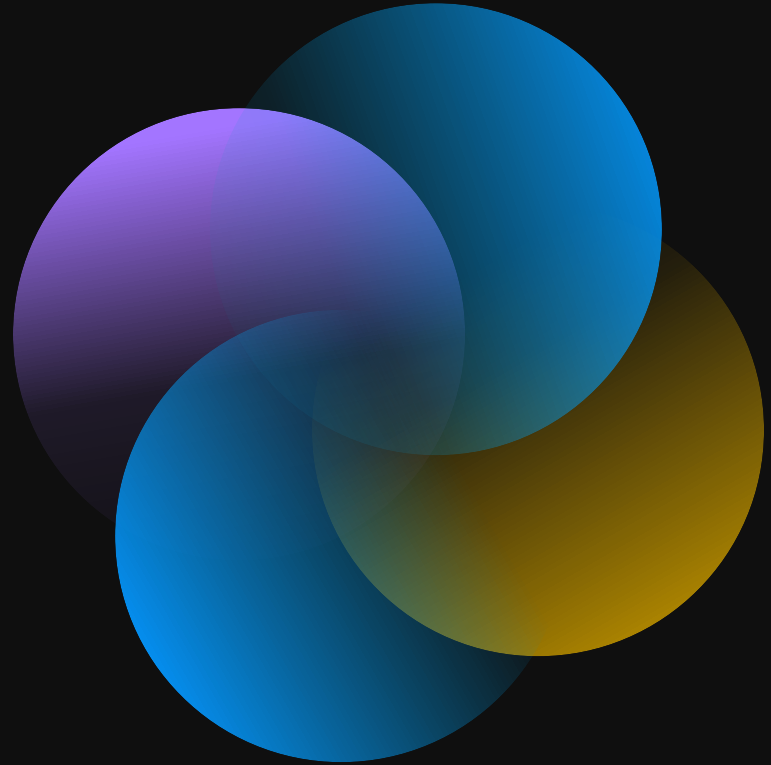


Unify Remote Service Platform

Your first steps when
using RSP



Functions & Usability



Remote Service Platform

How to connect to RSP?

* only first time

Follow the Unify Service Partner Access (SPA) document*

Login with your RSP user credentials to
<https://info.global-remoteservice.com/> *

Download rdp files and extract to your local PC *

Connect to the active RSP Site (RSP 1!)

Fill in your RSP user credentials, e.g. rsp\your username

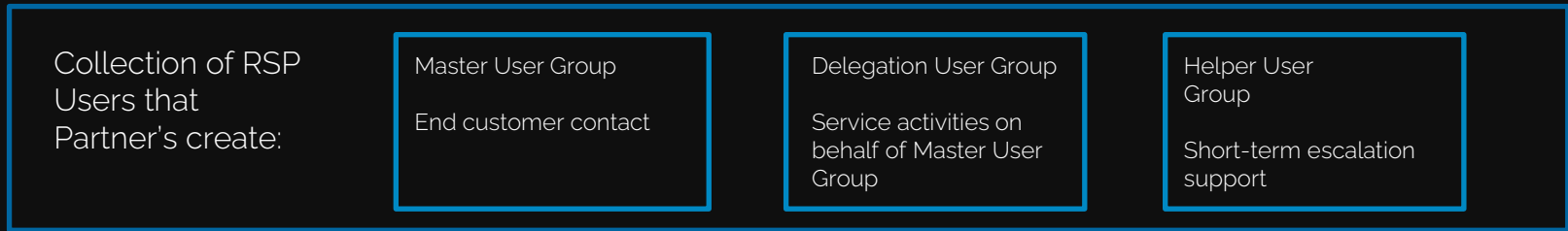
You will be connected with a server in the RSP Terminal farm and the Equipment Explorer will start

Remote Service Platform

Flexible support scenarios

The RSP has a flexible data model supporting a variety of possible partnerships.

Our RSP User Group approach means relationship management flexibility for targeted support allocation and for controlled visibility to the device.



Master User Group (MUG) -> Responsible Service Contract / Responsible for RSP data management, incl. RSP password safe

Delegation User Group (DUG) -> Working on behalf of MUG, for example as subcontractor / Escalation Support for partner, or your preferred distributor

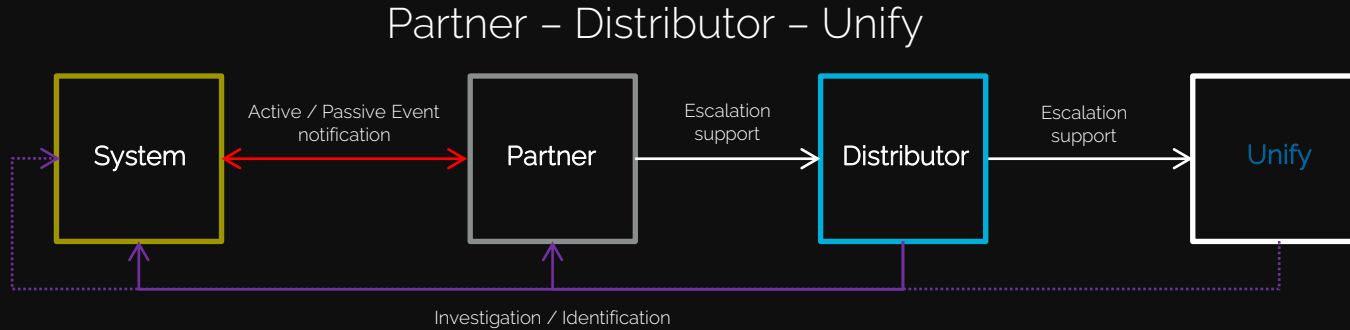
Helper User Group (HUG) -> Escalation Support for partner, for example Unify support organization

You can independently create and manage interworking with other partners which are using RSP for own purposes. This function is part of the RSP Partner Administration and can be found in the RSP Equipment Explorer.

Remote Service Platform

Standard Support Scenario

Per default the preferred distributor is defined as DUG and Unify as HUG. With these default settings, in support scenarios a quick activation is made possible by you as a partner.



It always applies that the full control of visibility and access is always with the partner. Without explicit approval from the partner, neither other partners/distributor nor Unify have access to the customer. After the problem has been resolved, the partner must manually deactivate access for the distributor and/or Unify.

Remote Service Platform

Six steps to connect an OpenScape Business

Open WBM OpenScape Business

Navigate to Service Center & Remote Access

Select Registration & Install

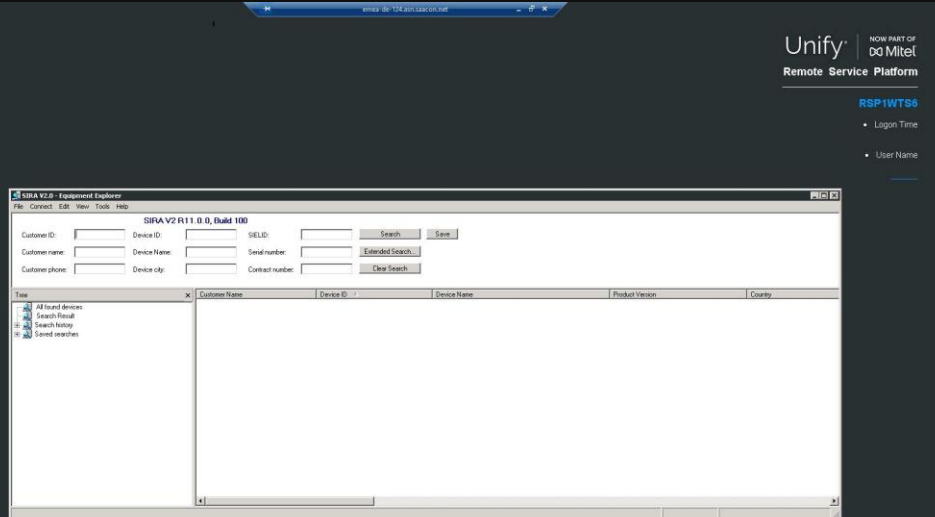
Customer Configuration opens, enter Partner ID and Password

OSBiz connects to RSP Registration Server and fetches certificates and config

Select Activation

Remote Service Platform

Overview RSP GUI



After successful login the RSP WTS GUI will appear and the Equipment Explorer (EqE) will start automatically. In case of important news regarding the RSP, an information window may pop-up.

Users can open several diagnostic tools with respect to File transfer, Configuration, MACs and SW Management.

Remote Service Platform

User management

User management is part of Unify Partner Portal User Administration

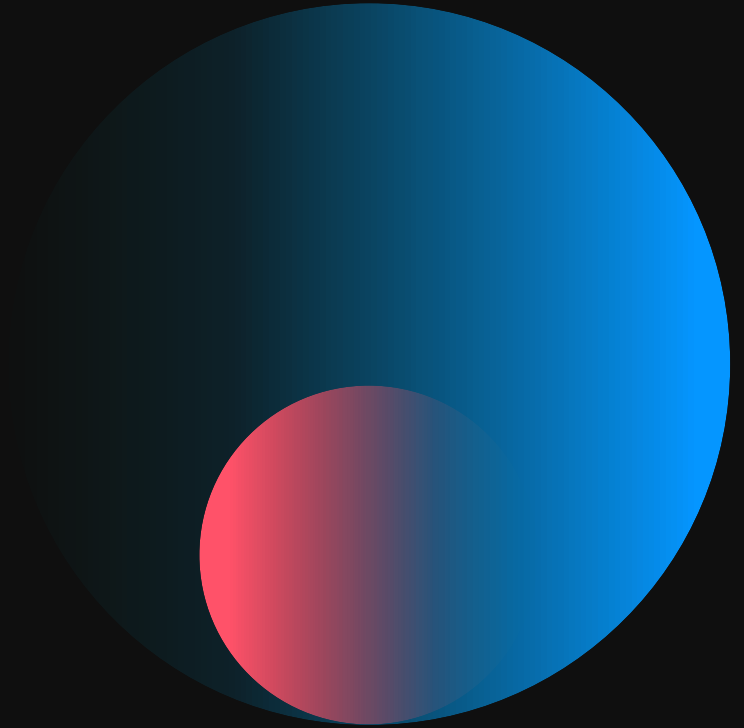
Initial Partner on boarding includes one RSP User (RSP Admin)

RSP role can be assigned to every Partner Portal User

RSP Admin (full rights) and RSP User (limited rights e.g. no right to create new customer at RSP)

Sync between Partner Portal and RSP every night

Invoicing



Remote Service Platform

Invoicing



Initial setup includes a user over the entire lifetime

RSP invoicing is based on pay as you use model

Software Support OSBiz includes the monthly system usage fee

Partner receive all details of connected systems

Distributor will receive summary per partner, incl. respective order positions

Usage data and billing information available at RSP and will be send by password protected email (password for this file is the OSBiz registration password)

The recipients of the email can be specified in the RSP Partner Admin

Further information
needed?



Remote Service Platform

Further information needed?

Visit Unify Partner Portal and search for Remote Service Platform v2

Implement -> 'How to' and Checklists

Operate -> Getting Started & Troubleshooting Guides

Use the Help Function in RSP Equipment Explorer

You have questions? Contact us by email -> rsp@atos.net

Thank you!

