Remote Service Platform

Sales Information

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Table of Contents

List of Changes

Version	Date	Description	Author
1.1	22.10.2020	Translation	Torsten Scheier
1.2	04.01.2022	Phase Out Dial-Up / ISDN	Torsten Scheier
1.3	05.04.2023	Update in respect to Try&Buy	Torsten Scheier

1   Product Description

1.1   Overview

Remote services will become increasingly important in the future as companies try to offset rising cost pressures and availability of telecommunication becomes more and more crucial. With more than thirty years of experience in remote service, Atos Unify is very much aware of the importance of remote service to its customers. Furthermore, the ongoing networking of telecommunication products and IT solutions, as well as advanced communication technology significantly drives new effective remote service offerings.

Remote Service Platform v2 is a service offered by Atos Unify to serve all Unify platforms remotely – by the Sales Partner himself via a server hosted by Atos Unify.

Remote Service Platform v2 is provided as a standard remote access for Atos Unify Partners and can also be used by the Alliance Partners. Additionally, Atos Unify provides this Service to "authorized" Resellers via their preferred Distributor who have joined the Unify Partner Program. While the Distributor is charged for the use of Remote Service Platform v2 and retains responsibility for the Resellers, access is ordered once only.

In this document, this group of channel actors is referred to as a "Partner". The Remote Service Platform is referred to as "RSP". The activities surrounding ordering of and delivering data also for the initial provisioning of access to RSP are referred to as "Onboarding".

Distributors and Sales Partners (1st Tier and 2nd Tier) joining the Atos Unify Partner Program, and thereby requesting the Service by Atos/Unify either mandatory or optionally, are asked, or even obliged to deliver remote access on demand. This required remote access can be covered by RSP, but usage of RSP is not mandatory. Hence RSP shall provide first and foremost a highly secure, standard remote access for Atos Unify products to the Partner. In case of Resale, Atos Unify is expected to provide Remote services, thus any Partner establishing connectivity, would usually not enter the customer data within his own RSP account. This use case is described within the Service Delivery Partner documentation.

The focus of RSP is to help Atos Unify's Partners by providing a tool for their own usage that they can use remotely for their own purpose. Furthermore, the Partner can decide himself to deliver access on demand for another party, or even to specific platforms permanently, referred to as "Devices" in the following.

The self-responsibility will lead to a high degree of self-service, therefore access to Atos Unify's global service infrastructure with online and technical (remote) support is strictly limited. The focus is to allow the Partner to use this Service tool, and to co-operate for the event that further Unify Services may be requested by the Partner – on demand case-by-case or on a permanent basis.

1.1.1   Brief Product Overview

Atos Unify offers an efficient and secure access with high performance for own remote maintenance of products within Atos Unify portfolio - the Remote Service Platform (RSP). Unify Service and Sales&Service Partners are using the RSP platform, which contains a server infrastructure to handle connectivity, file exchange and storage with high availability and high security.
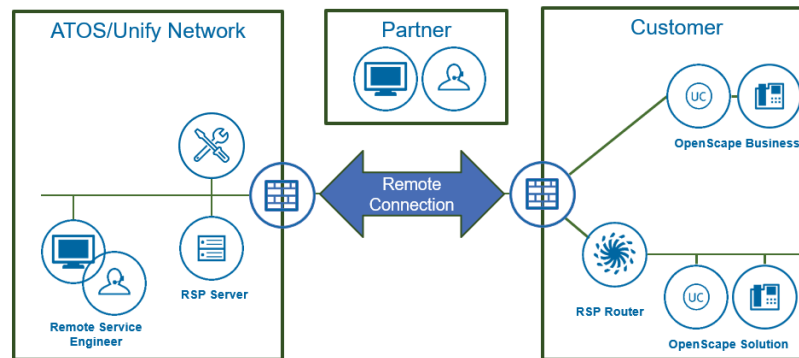
RSP provides a connectivity type called RSP.servicelink (based on Open VPN technology) in addition to ither introduced IP based connectivity types (e.g. IPSec VPN). At customer site the Remote Service Appliance – the RSP Router - terminates the SSL VPN tunnel.
RSP supports the complete Atos Unify product portfolio offering the suitable connectivity type RSP.servicelink

RSP for Sales Partners is designed as standardized as possible to make order processes and reselling via Distribution easy. The first step to RSP access is to order the so-called Onboarding options, as described below. Onboarding as a specific one-off operations service is invoiced with a one-time fee for the Partner's initial and one-time company access. Initial activation on RSP requires a signature on a form, referred to as Onboarding Form, to cover the country specific regulations for Data protection and Information Security (DIS), for instance. Next to the Partner Admin included in the initial one-off operation, every other User has to be onboarded in addition.

The second step is the monthly fee, which is invoiced based on the reported Devices run on RSP, and for the onboarded Users within the Partner's Closed User Group – referred to as CUG.

The Partner retains responsibility for updating data entries, overwriting entries of and maintaining of the own customers, and user data (e.g. Partner remote technicians).
- Direct-served Partners order RSP via "On-boarding" form. The one-time fee and the monthly fee are billed directly.
- The same process proves for the direct-served Distributors, who order and trade on own account.
- Indirect-served Partners order from their preferred Distributor – and obtain support from them. The Distributor onboards each Reseller separately and is charged the one-time fee for any onboarded Reseller, and additional users.

The Distributor can either
- run RSP access for his Reseller's devices on own account within his CUG, therefore the Distributor retains remote access to any sold device, or
- resell RSP access to his Reseller with an own CUG as a sub-group of the Distributors. The Reseller then becomes owner of this RSP access and is responsible for all data within this sub-group. But the invoice is still addressed to Distributor.

The Distributor is charged for all billable Devices run on RSP either within his CUG or the sub-groups and whether resold or not. Same applies to additionally onboarded Users of the Distributor and linked Resellers.

1.1.2   Connectivity and Compatible Products

Supported versions please see actual release note

Communication Server
- All Siemens Enterprise / Unify Products

Applications
- All Siemens Enterprise / Unify Products

Gateways
- All Siemens Enterprise / Unify Products

1.1.3 Planned Languages

The supported language is the globally required language for remote Service (2nd and 3rd Level) and is therefore English. For the separate service of providing instruction for one Partner Admin, the languages are dependent on the regional support. German is offered in addition.

The default language of Documentation and GUIs is English, main documents are enlarged by German edition.

The Equipment Explorer – in short "EqE" - as main GUI for the remote service technician is in English. The Service tools running on WTS are either English, or German.

1.1.4 Countries

See Unify Partner Portal

1.2 Description of Features

Only a brief outline of important topics can be given here. Detailed descriptions can be found in the appropriate manuals.

1.2.1 Secure access

Depending on the customer products and their demands to remote service we can offer the right secure internet connection. Both broadband connections to the Remote Service Platform maintain the integrity of the customer's IT network while offering fast transfer of diagnostic data, leading to improved service quality and reduced down time.

Our wide range of standards-based security and data protection safeguards integrated within the platform ensures high security.
- All central servers of our remote service infrastructure are located in our secure data centre in Germany.
- Secured login to Remote Access for Atos Unify service only via Atos Unify Intranet to our servers and customer devices. Direct access from Internet is not possible.
- Restricted customer view is possible, e.g. Government or Partner devices etc.
- Central logging of all connections to customer systems shows who connected when to which device.
- Only authorized and trained support service technicians are allowed to connect. On special request the customer can observe the remote activity via Web Collaboration.
- Secured Remote Connections, e.g. OpenVPN based or Site-to-Site VPN. If required, we instruct the customer to turn off and on the remote access.

> Security at a glance
> Secure data center located in Germany / No direct access from Internet
> Double authentication / Central logging

1.2.2 Secure RSP.servicelink

RSP.servicelink is the preferred connectivity method for all products of the actual Atos Unify portfolio offering easy to install, easy to use secure broadband remote access.

All actual products are fully supported. Our remote technicians can search devices and connect to them independent of their connectivity type within ONE unique GUI, the RSP Equipment Explorer (RSP.EqE).

RSP.servicelink can be installed and configured very fast and easy. This fact together with its outrageous security advantages makes it the standard access method for Atos Unify Remote Access.

Best security currently available due to OpenVPN connection with Server- and Client certificates and 256 bit AES encryption. RSP.servicelink offers Firewall friendly set up for the customer. Only outgoing Port 443 needs to be open. All incoming ports can be turned off for maximum customer protection.

A server certificate is used to ensure that the Service Plug-Ins on the customer products can only connect to the central RSP server. Client certificates are used on customer site to ensure that only certified customer products can connect to our central server. A Client Certificate will be created for every single RSP.servicelink router on customer site which ensures recognisability of devices to raise data quality.

Working principles:

RSP.servicelink is a secure outgoing internet connection to our central Remote Service Platform initiated by 1) the RSP.servicelink router or 2) by the Service Plug-In installed on customer site.

1) On every customer location where we shall support devices via RSP.servicelink a small low cost RSP.servicelink router is installed. The proprietary software on this router provides the secure transfer based on Server- and Client certificates. The always on connection is set up via outgoing call from the customer's port 443 to Unify. On Unify side the central RSP server accepts the connection and it can be used immediately.

2) A second option is the fully integrated RSP.servicelink plug-in, which is integral part of the OpenScape Business solution only.

In both cases a central on-boarding administrator checks the connection and makes sure that all relevant parameters of the configuration are filled based on contractual data.

Technical preconditions:

If the customer already has Internet the selected customer devices just need LAN connection and the RSP.servicelink router (inside the same LAN) needs the permission for outgoing Internet access via open outgoing port 443 based on on standard HTTP protocol. Typically, one RSP.servicelink router is enough to handle the remote support traffic for an average customer location. It serves as connection end point and allows connecting the customer products without limitations. Allow SSL tunneling in Firewall (OpenVPN will not allow "Man in the middle" checks) and connectivity to RSP IP addresses (max. 4).

> RSP.servicelink at a glance
> Easy setup / Based on OpenVPN technology
> Full support of current Unify portfolio

1.2.3 Secure Site-to-Site VPN

Site-to-Site VPN is mainly used for large customers with needs for Real time monitoring (Managed Service*).*only for ATOS Unify customers available

Technical preconditions:

This connection type needs an IPSec-VPN router on customer site, the selected customer devices must have LAN connection to this router and administration on customer site is done by a customer administrator. The IPSec-VPN Router is provided by the customer.

To initiate the set up the customer receives an Site-to-Site VPN (IPsec) checklist and delivers this list back to the customer contacts person when all relevant device data got collected. After this the Atos Unify Onboarding & configuration team OB&C will take over the responsibility to perform the central part of the configuration of the IPSec-VPN connection. The configuration part on customer site is usually covered by the customer's data administrator.

General hint:

It is our goal to connect every single customer devices via broadband. Using one single windows device on customer side (e.g. SESAP) to maintain multiple products does not allow simultaneous remote connections to customer devices. Please try to avoid such a configuration.

Support of highest available encryption with up to AES256, SHA512 and DH group 24

Site-to-Site VPN at a glance
Focus Managed Service customers / Based on IPSec technology
Full support of current Unify portfolio

1.2.4 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

1.2.5 Flexible support scenarios

The RSP has a flexible data model supporting a variety of possible partnerships.
The RSP User Group approach means relationship management flexibility for targeted support allocation and for controlled visibility to the device.
By default, the predefined escalation path will follow the rules defined in RSP on-boarding form.

Collection of RSP Users that Partner's create:

Master User Group — End customer contact

Delegation User Group — Service activities on behalf of Master User Group

Helper User Group — Short-term escalation support
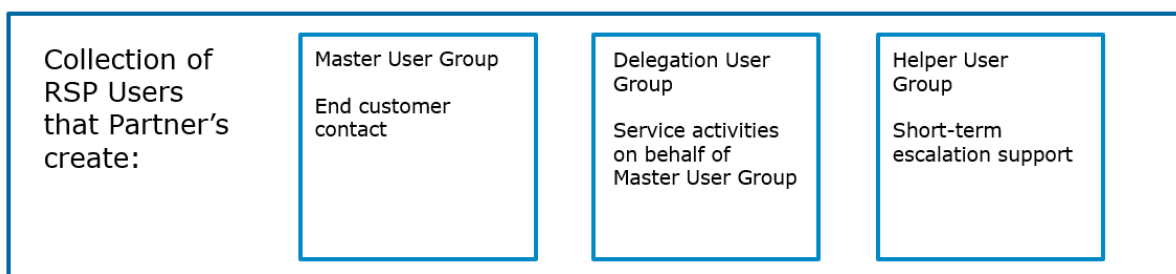
1.2.6 Easy Product setup

Due to the product integration in OpenScape Business only six steps are necessary to connect the system to RSP.

The integrated RSP.plugin of OpenScape Business allows an automated interaction between the system and the Remote Service Platform.
Examples …

- Transfer and storage of the most important system information in RSP
- System Variant
- Installed Software Version
- MAC Address
- SIEL ID
- Click und Connect using "Single Sign on"

1.2.7   Product SW Management

RSP supports the SW Management of customer OpenScape Business systems by using the integrated "Bulk Update Manger"

1.3   Customer / Partner Benefits

RSP has all the benefits as a full hosted service

Particular emphasis was placed on the following points:

- Partner has full control of customer system access
- Atos Unify Service can access customer systems only after active permission by the partner
- Central logging of all activities, e.g. remote access, tasks, password reading, etc.
- Security model is based on secured connection with certificates

1.3.1   Easy Support

- Quick fix
- Immediate remote access to systems
- Available 24/7

1.3.2   Efficient service delivery

- Dispatch order avoidance
- Access to the competence of a complete Unify expert team
- Optimized service delivery by L1/L2 support

1.3.3   Hosted solution

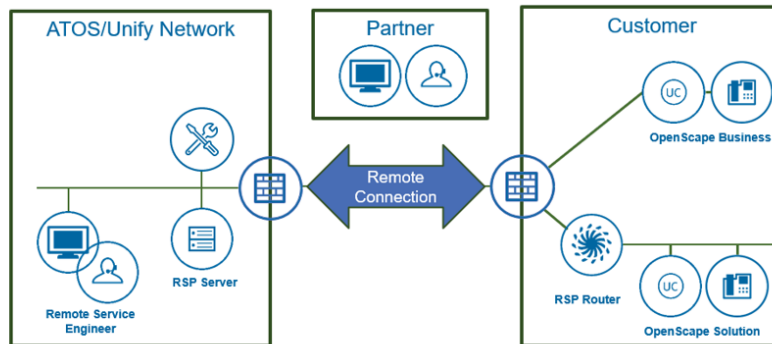- No investment
- Ready to use in days
- Pay as you use model

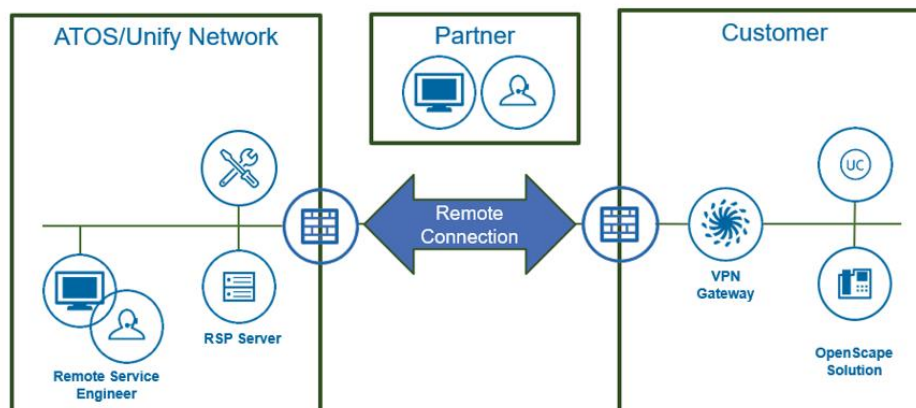### 1.3.4   Customer Scenarios

1.3.4.1   RSP servicelink

Based on firewall friendly OpenVPN technology (SSL VPN). On customer site the RSP.servicelink Router is placed. Remark: Router not needed for OpenScape Business
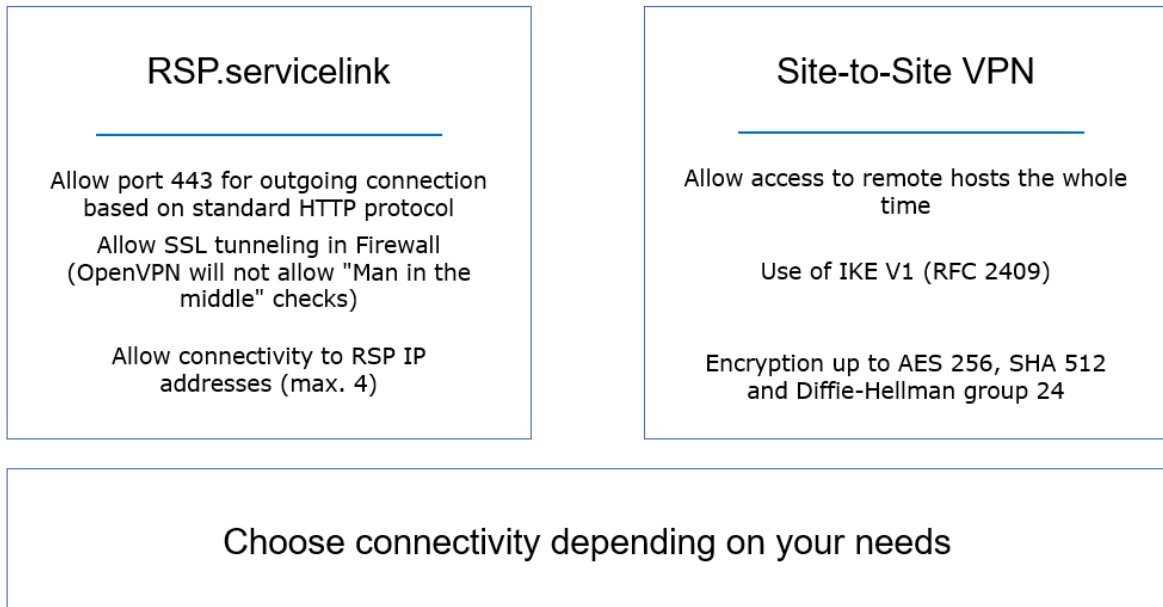

1.3.4.2 Site-to-Site VPN

Based on established industry standard IPsec.

Demand of customer own VPN Gateway.

1.3.4.3 Technical Prerequisites

RSP.servicelink	Site-to-Site VPN
Allow port 443 for outgoing connection based on standard HTTP protocol Allow SSL tunneling in Firewall (OpenVPN will not allow "Man in the middle" checks) Allow connectivity to RSP IP addresses (max. 4)	Allow access to remote hosts the whole time Use of IKE V1 (RFC 2409) Encryption up to AES 256, SHA 512 and Diffie-Hellman group 24

Choose connectivity depending on your needs

1.3.5 Unique Selling Proposition (USP)

- The Remote Service Platform (RSP) offers efficient Remote Service for Atos Unify Service and Sales partner
- RSP contains an infrastructure to manage your customer equipment information, handle connectivity and file exchange at high availability and high security
- RSP is a future proof platform and supports whole ATOS / Unify product portfolio

1.4 Costumer Requirements and Functional Boundary Conditions

The customer equipment's must have a communications infrastructure (LAN) suitable for connecting all equipment's to WAN, by using OpenScape Business or RSP Router.

1.4.1 Hardware

N/A due to Hosted Solution

1.4.2 Operating Systems

User relevant: Windows 8, 10 and 11

1.5 Licensing

N/A

1.6 Positioning in Relation to Products in the Atos Unify Product Range

The Remote Service Platform is an integral part of the Service Concept of Atos Unify Support. Remote Service Platform supports all necessary tasks to perform service remotely and offers appropriate support with all the necessary tools for every Atos Unify product.

2 Sales Information

2.1 Area of Application, Commencement of Marketing and Delivery

2.1.1 Customer Information on Commencement of Marketing and Delivery

As a customer of Unify Software and Solutions GmbH & Co. KG, you can obtain further information about this from your country specific Atos Unify organisation

2.2 Sales Objectives and Target Groups

2.2.1 Target Group

RSP primarily aims at 1st Tier Resellers and Distributors of the Atos Unify Partner Program. For 2nd Tier Resellers including all Authorized Partners of the Atos Unify Partner Program, RSP can be provided upon request from the preferred Atos Unify 1st Tier Distributor. The focus in this case is on support by the preferred Distributor.

RSP for Sales Partner is restricted to Closed User Groups. It is therefore not applicable for Atos Unify Service Delivery Partners, or other collaboration with Partners with regard to Atos Unify customers (e.g. Technology Partner).

The overall intention is to provide this Service to the Sales Partner's Service organization connected to the Atos Unify remote organization for projects and configurations from the entire Atos Unify portfolio. This means the Partner is involved in Atos Unify technologies and can therefore rate the value of RSP for his own organization.

It was pointed out above, that remote access is fundamental for any collaboration between Atos Unify and its Sales Partners with own Service business to gain value for complex projects, e.g. Atos Unify Applications, based especially on long-term Service support offered by Atos Unify.

2.3 Marketing Structure

RSP is offered as an opportunity to those Sales Partners who want to enrich their remote service activities without the risk and burden of any self-investment. By using RSP, the Partner retains full responsibility for on-site implementation, connectivity to the RSP server, and data handling for his customer and his technicians. This means he may use the Remote Service Infrastructure of Unify on a hosted Server with high security and, due to the Closed User Group concept, exclusively for his own purpose. The Partner is charged a monthly fee for this, which is an OPEX for him, and he does not have to be concerned with running and updating own invested server installations.

In the first Step, the Partner is given RSP access by the so called "On-boarding", which means the set-up of data of the Partner company, and User accounts in the RSP database. And immediately after this, the second step follows with monthly billing of a usage fee based on the highest watermark from the last month.

2.3.1 RSP One-time Fee

The signed contract of the Atos Unify Partner Program is a prerequisite for buying or reselling RSP – the Partner can obtain the required IDs (SAP-debtor, and Global ONE) from the regional Unify Channel Manager.

Partner, and Channel Manager request for Onboarding achieved as follow

- a) Partner orders via Onboarding form the following order position:
    - a. the onboarding fee for the set up of the company including one Partner Admin (L30258-W634-B841)
- b) The mandatory registration data sheet by signing the "Onboarding Form" (stored in Partner Portal) with all required Unify identifiers, which are

a. the ID of the ERP system, e.g. SAP R41, referred to as Debtor, and

b. the Global ONE Account ID, referred to as G1 Account ID.

2.3.2   RSP Recurring Fee

Unify reports monthly all activated devices at the highest watermark of each month. The report is stored in RSP Equipment Explorer and will be send on request to all RSP Partner Admins.

a) This monthly report is transferred to Unify's ERP system (e.g. SAP R41) for monthly invoicing of recurring pricing
   a. no additional ordering process appears
   b. The report counts the overall number of activated devices, which decides the pricing group – up to 25, 100, 250 or 1,000 Devices, or equivalent S, M,L and XL
   c. For the four clusters SME (not OpenScape Business) and Large the pricing applies to the four equivalents. The overall equivalent therefore determines the same pricing group for every cluster multiplied by the counted devices

b) The Partner receives and pays the invoice for the monthly fee
   a. Should a distribution scenario apply, the Distributor decides to resell the fee to his Resellers
   b. The specific devices are shown in the monthly report starting from initial registration during Onboarding of the Reseller. Therefore the Reseller is counted within the overall group of his Distributor, with an own subgroup referring to the additional Global One Account ID required for the second Tier Partner.
   c. The Distributor receives the overall counted devices in a list, split up by each onboarded Reseller under this Distributor, identified by the second Tier G1 Account ID

Special handling OpenScape Business: OpenScape Business includes a three-year Software Support. As part of Software Support the use of the service RSP is included in the system. A further use of the service RSP is bound to the extension of the Software Support contract after expiry of the first three-year term. RSP is not available for OpenScape Business separately as order position.

2.3.3   RSP position overview

The following order positions are aligned to the discount scheme of the Partner.

Item number	Short description	GLP	GLP / per user month
L30258-W634-B841	RSP Onboarding base fee incl. 1 Partner Admin with support fee	€ 725,00	n/a
L30258-W634-B843	Monthly Fee per User	n/a	€ 24,33
L30258-W634-B845	Monthly Fee per User for more 10 than users	n/a	**€** 20,33
L30258-W634-B846	RSP support Admin data per 1h	€ 400,00	n/a
Additional Router for Connectivity (hint only, not part of RSP v2, platform related hardware order only):			
L30258-W600-C610	*Remote Access Appliance, so called RSP Router for RSP. OpenScape Business, note configuration advice)*	*€ 198,00*	*n/a*

The price groups are designed to provide a scaling effect, hence a larger number of devices run on RSP decreases pricing.

Item number	Short description	GLP / system per month
SME :		
L30258-W634-B824	RSP SME Group S	€ 11,00
L30258-W634-B825	RSP SME Group M	€ 9,00
L30258-W634-B826	RSP SME Group L	€ 8,00
L30258-W634-B827	RSP SME Group XL	€ 7,00
Large :		
L30258-W634-B833	RSP Large Group S	€ 24,00
L30258-W634-B834	RSP Large Group M	€ 19,00
L30258-W634-B835	RSP Large Group L	€ 16,50
L30258-W634-B836	RSP Large Group XL	€ 14,50

2.3.4   Add on Service

For support in respect to dedicated connectivity types (e.g. IP-SEC) Atos Unify will provide configuration support free of charge.

Please visit the Atos Unify Customer Configuration Center Services ->
https://ccc.unify.com/home

2.4   Supporting Sales Information

2.4.1   Supporting Sales Information on the Internet

The complete product documentation is available on the Atos Unify Partner Portal:
http://www.unify.com/us/partners/partner-portal.aspx
For other language versions, please contact your country-specific organization.

3 Prices and Contract Processing

As a customer of Unify Software and Solutions GmbH & Co. KG, you can obtain further information about this from your country specific Atos Unify organisation.

3.1 Export regulations

Certain products in our sales program are subject to the regulations governing export permits required under EU / German / US law [in accordance with the Export List (in German 'AL') and Export Administration Regulations (EAR)].

At the time of an offer/bid or order confirmation you can't be sure that

• the required export license will be granted in every case

• the validation of existing export licenses covers delivery times that can arise out of unexpected delays.

If, therefore, you are aware, or if you may assume, that what you are supplying to your customer is intended for export or re-export – including indirect export and transactions with dealers – you must ensure that the following reservation is included in your quotation, order confirmation, or contract, as the case may be:

„This offer (contract, order-confirmation) and fulfilment of contract are subject to the provision that required export licenses have been granted and there are no other impediments arising from German or other export regulations "

4 Data Protection

4.1 Client Information on Data Protection and Information Security

The respective country-specific provisions regarding data protection must be complied with.

5 Training Concept

5.1 Client Information on the Training Offer

As a customer of Unify Software and Solutions GmbH & Co. KG, you can obtain further information about this from your country specific Atos Unify organization.

Information on our training offerings can be found at the Unify Academy Portal: https://academy.unify.com/