Unify Remote Service Platform

Your first steps when using RSP

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How to connect?

How to connect?

* 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 *
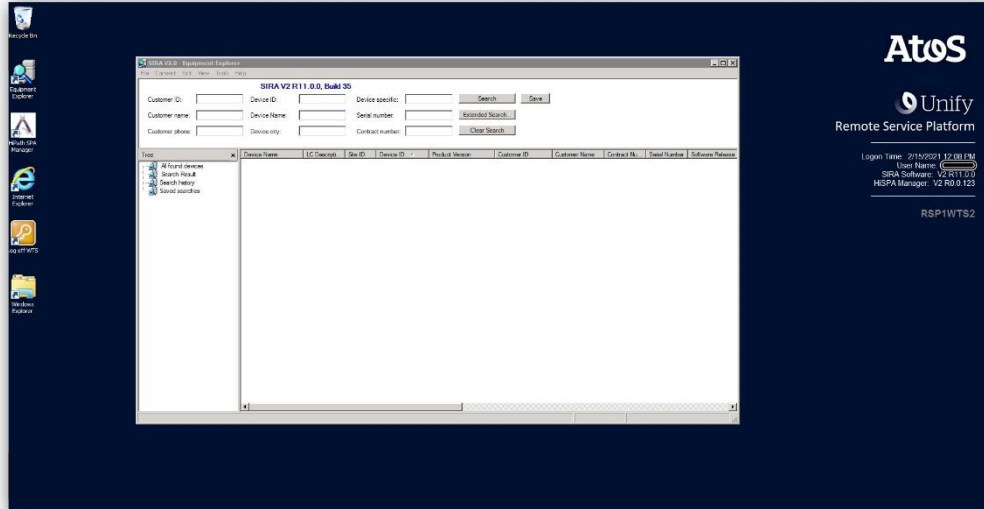

Connect to the active RSP Site (RSP 1!)

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

AtoS

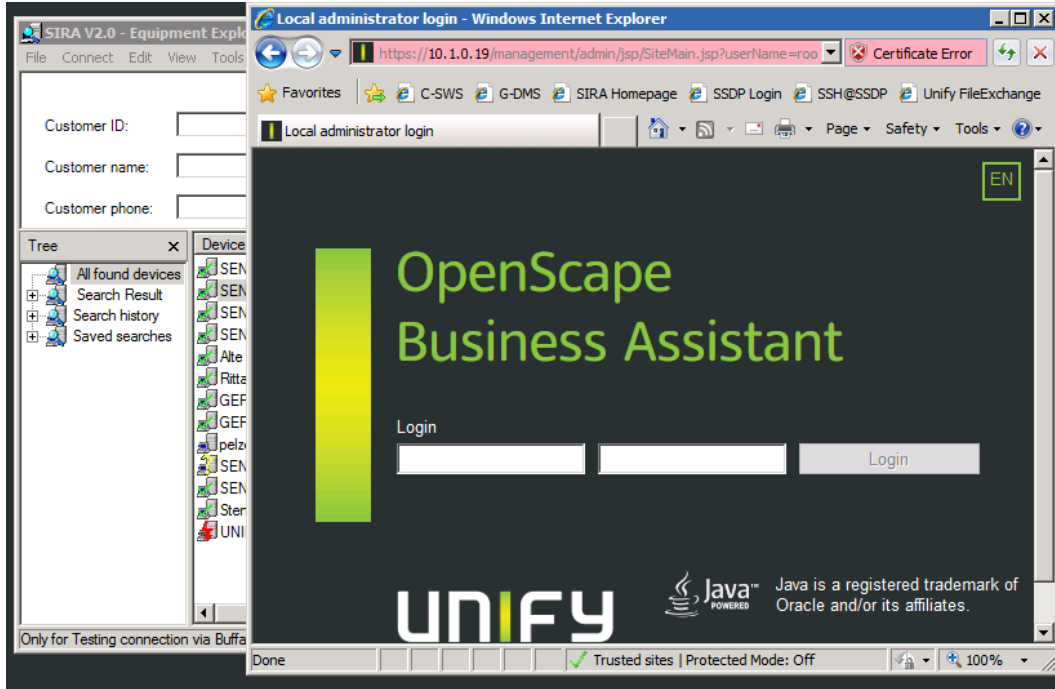# How to work with the RSP tool set?

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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.

Click & Connect

After double clicking the device, the device GUI or selected application starts, and the service procedure can begin.

How to connect an OpenScape Business?

Six steps to connect an OpenScape Business

Open WBM OSBiz

Navigate to Service Center & Remote Access

Select Registration & Install

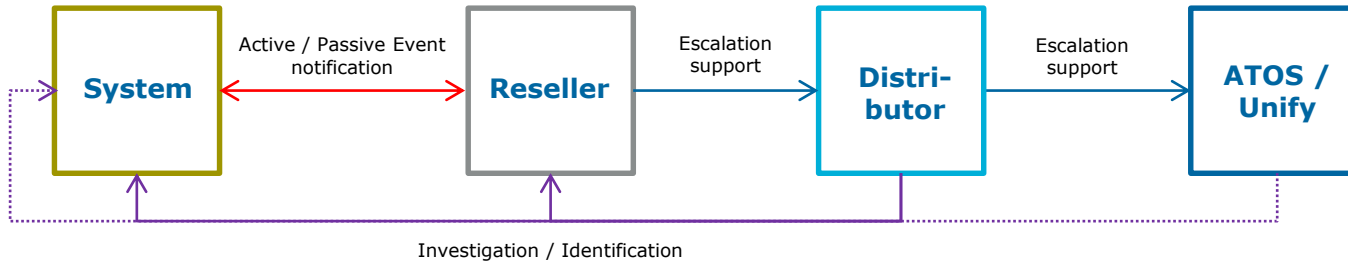Customer Configuration opens, enter Partner ID and Password

OSBiz connects to RSP Registration Server and fetches certificates and config

Select Activation

AtoS

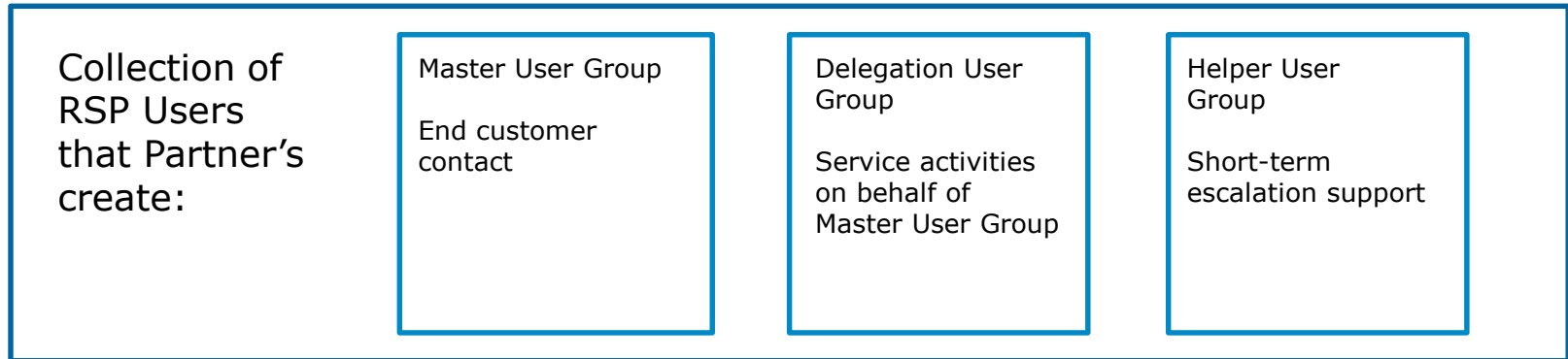# How to grant access in support scenario?

Standard Support Scenario

Reseller – Distributor – ATOS / Unify

| System | ←→ Active / Passive Event notification ←→ | Reseller | → Escalation support → | Distri-butor | → Escalation support → | ATOS / Unify |

Investigation / Identification

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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.

Collection of RSP Users that Partner's create:

Master User Group	Delegation User Group	Helper User Group
End customer contact	Service activities on behalf of Master User Group	Short-term escalation support

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How to add/delete/modify user?

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

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Invoicing

Billing overview I

Initial setup includes a user over the entire lifetime

Billing of other users and systems on a monthly basis (pay as you use)

Software Support OSBiz includes the monthly system usage fee

Remote Access Appliance for Large Enterprises Systems (e.g. OS4k, OSV and OSEE)

Position	Description	GLP EUR
L30258-W634-B841	RSP on boarding (incl. 1 user)	725,00 €
L30258-W634-B843	RSP User – monthly	starting 20,33 €
L30258-W634-B827	SME System (excl. OSBiz) - monthly	starting 7,00 €
L30258-W634-B836	LE System - monthly	starting 14,50 €
L30258-W600-C610	Remote Access Appliance	198,00 €

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Billing overview II

RSP invoicing is based on pay as you use model

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)

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Further information needed?

Further information needed?

Visit ATOS / Unify Partner Portal and search for Remote Service Platform v2

Video Tutorials available in Enabling

'How to' docs available in Implement

Getting Started Guides available in Operate

Use the Help Function in RSP Equipment Explorer

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

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Thank you

For more information please contact:
rsp@atos.net

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