ViON's Enterprise Support Center (VSC)

About the VSC

ViON®'s Enterprise Support Center and team of highly trained support engineers are available around the clock for assistance related to our products, solutions and services. Our extensive engineering and technical experience gives us unique insight to diagnose and solve a range of issues.

Our Support Center offers the following benefits and capabilities:

- Single point of contact 24/7/365
- Staffed entirely by U.S. Citizens holding security clearances
- Service-level response times that meet or exceed industry standards
- Support for the entire solution life cycle, including installation, configuration and operation
- Experience with complex solutions and architectures, including storage, servers, networking and software

How to Contact the VSC

1.877.857.8466 (menu options available) – Provide the serial number to the technician.

Send an email to **support@vion.com** and detail your issue, including the serial number. (Please don't open cases using this method for SEV1 or SEV2 incidents.)

Open a new case using the **customer portal**. If you don't already have a portal login, please send an email to **support@vion.com** and request a portal login.
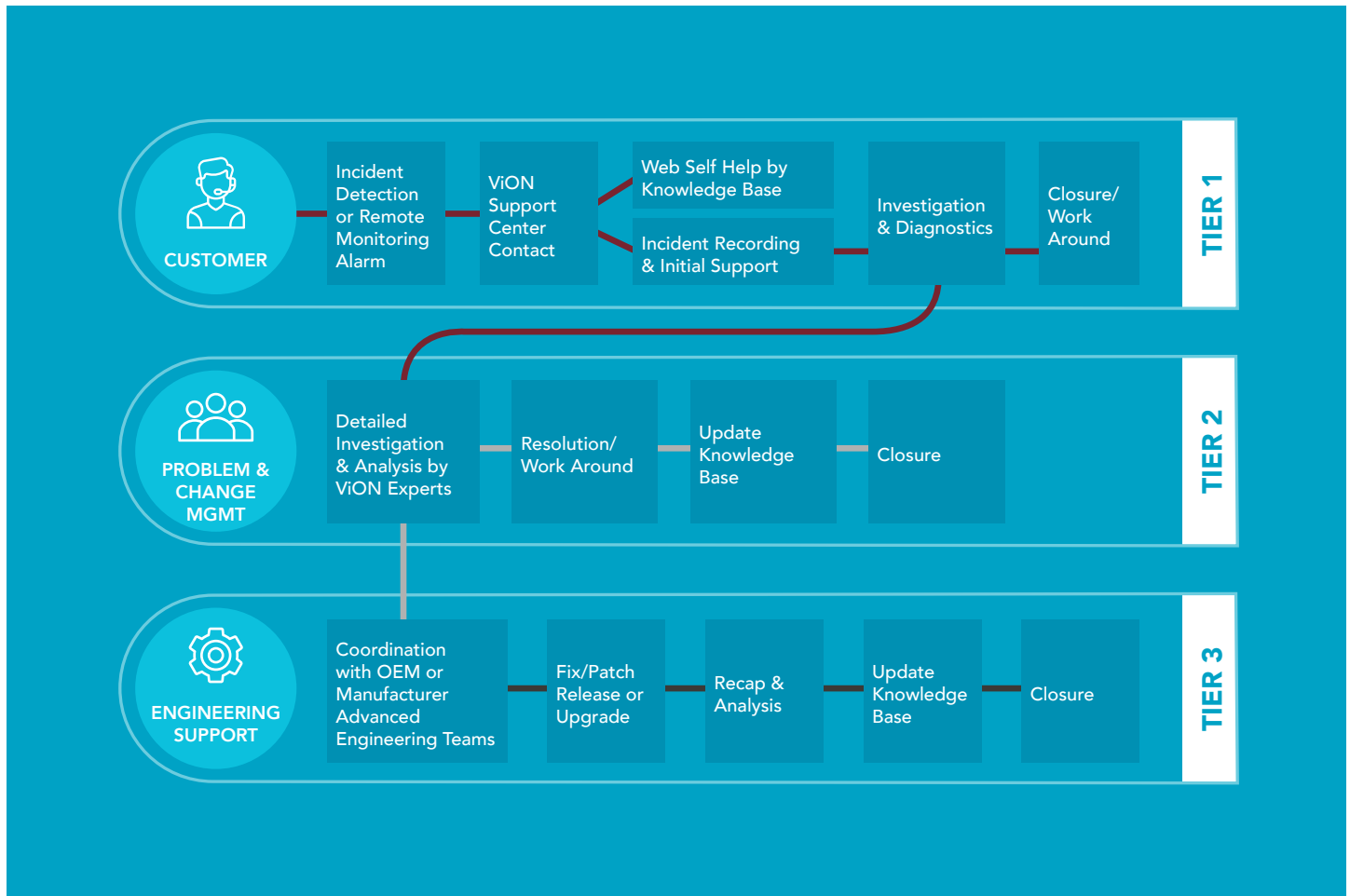
Severity Levels

SEVERITY	DESCRIPTION	PHONE RESPONSE TIME	ONSITE RESPONSE TIME	ACTION
SEV 1	More than one system or application is down or not functioning	Within 15 minutes	2-4 hours	Email notification followed by phone call
SEV 2	A system or application is down or usable, but with severe restrictions	Within 45 minutes	4 hours	Email notification followed by phone call
SEV 3	Problems or errors, but no impact to the operation/application	Within 24 hours	NBD	Email notification
SEV 5	Information request only - technical question	Within 24-48 hours	N/A	Email notification

SFTP Upload Utility

SFTP is a portal used for customers to upload large documents or files for analysis by ViON Support Personnel. Customers can obtain a link from the ViON Support Center unique to their case, and then files can be securely uploaded to our server for analysis. Once the upload is complete, an email confirmation will be sent. You can monitor the upload status in the browser window.

VSC's 3-Tier Resolution Model

TIER 1

CUSTOMER → Incident Detection or Remote Monitoring Alarm → ViON Support Center Contact → Web Self Help by Knowledge Base / Incident Recording & Initial Support → Investigation & Diagnostics → Closure/Work Around

TIER 2

PROBLEM & CHANGE MGMT → Detailed Investigation & Analysis by ViON Experts → Resolution/Work Around → Update Knowledge Base → Closure

TIER 3

ENGINEERING SUPPORT → Coordination with OEM or Manufacturer Advanced Engineering Teams → Fix/Patch Release or Upgrade → Recap & Analysis → Update Knowledge Base → Closure

About ViON

ViON Corporation is a cloud service provider with over 40 years' experience designing and delivering enterprise data center solutions for government agencies and commercial businesses. The company provides a large portfolio of IT as-a-Service, including infrastructure, multi-cloud and artificial intelligence (AI) solutions. Focused on supporting the customer's IT modernization requirements, ViON provides a streamlined management platform to audit and control technology in an evolving multi-cloud world. The ViON Marketplace™ allows customers to research, compare, procure and manage a full range of Everything as-a-Service solutions from leading manufacturers via a single portal. ViON delivers an outstanding customer experience at every step with professional and managed services, backed by highly-trained, cleared resources. A veteran-owned company

ViON®
Building your enterprise solutions

vion.com