

Hawk-Eye support organization

When you need to contact Hawk-Eye support organization, this document describes who to contact and how.

Request for service within normal business hours (Monday-Thursday: 08:30am-4:30pm, Friday: 08:30am-4:00pm CET)

When you have a request for service please contact us by submitting an e-mail to our ticket system by using your company's private login for example: companyname-helpdesk@hawk-eye.eu.

If you have not yet received your company's personal login please contact us at: support@hawk-eye.eu

You can also [login](#) to our ticket system: <https://support.hawk-eye.eu>. When you login you will be able to see status of all your current tickets, comment on them and create new tickets.

You can also contact us by telephone:

Telephone Toll-Free (Business Hours): +(0)800 015 9703

Telephone Toll-Free 4pm – 8 am CET*: +(0)800 015 4674

Telephone (Business Hours): +45 8710 9901

Telephone 4pm – 8 am CET*: +45 8710 9902

Reaction time and definition of error priorities

All errors will be assigned a priority in accordance with the following:

P1 - Critical - Severe Impact to Business Operations

Issues severely impacting the ability to conduct business. This may mean that the systems are down or not functioning and no procedural workaround exists.

P2 - High - High Impact with Disruption to Normal Business Operations

Issues are high-impact problems that disrupt operation, but there is capacity to remain productive and maintain necessary business-level operations. The problem may require a fix prior to the next planned commercial release of the software.

P3 - Minor - Low Impact to Normal Business Operations

Issues are medium-to-low impact problems, which involve partial loss of non-critical functionality. The problem impairs some operations but allows the customer to continue to function.

P4 - Informational / Request for Information. Issues include minor problems and all other errors

The inconvenience is slight and can be tolerated.

Priority	Informational	Minor	High	Critical
Response time	24 hours during office hours	8 hours during office hours	4 hours during office hours	4 hours 24/7

Critical errors outside normal business hours

If there is a critical event outside normal business hours (8am – 4.30pm CET) the Hawk-Eye on duty engineer can be contacted.

This can be done by:

Calling: +45 87 10 99 02*

The duty phone is only available outside normal business hours (4.30pm – 8am CET).

The duty phone is only in the following event:

- A new critical event occurs
- An existing issue escalates to a critical event and an immediate workaround is needed.

The duty phone cannot be used for:

- Status updates on current cases
- Planned work on or around the Riverbed installations
- New installations or maintenance
- Hand over existing cases from normal support

If the duty phone is initiated, the main priority is troubleshooting to implement a viable workaround so that the in-depth diagnostics and fix can be implemented by support within normal business hours.

If the duty phone is busy it is vital to leave a voicemail with details about the problem and how a relevant contact can be contacted.

Escalation process

If you have a critical error and the reaction time for critical events is not complied you have the possibility to escalate the case to a manager at Hawk-Eye:

1. Line of contact: Technical Manager, Lars Jespersen: +45 51 51 79 78

2. Line of contact: CEO, Rene Bach Pedersen: +45 26 80 54 54

*Only to be used for critical events