

## The ENA Support Model Overview

ENA delivers the value of Infrastructure as a Service (IaaS) through the ENA overall support model. By utilizing an advanced ticketing system and common industry best practice frameworks, ENA intertwines a seamless support structure across the entire organization. ENA’s model demonstrates strong customer focus and continual process improvement to build the overall value of the services provided.

The entire ENA support structure is trained to assist with virtually any need a customer may encounter for the services ENA offers. To provide consistent and value driven support across all the support teams at ENA, we ensure everyone in the organization subscribes to providing:

1. World Class Service Management Processes, utilizing best practice ITSM frameworks
2. A customized, hassle-free, single-point-of-contact support system with proactive customer notification of 24x7x365 monitored service interruptions
3. Immediate collaboration with focused engineering resources or onsite Field Operations local to our customers, ready to engage
4. Personnel access to online technical tools to track service utilization, monitoring status and ticket activity
5. Highly impactful and transparent escalation processes that include high touch management attention

ENA’s CTAC is available 24x7x365 via toll free phone or email. Please use either method to contact us; however, emergency situations are best prioritized via a phone call.

Utilize any contact at anytime			
Escalation	Contact		
First Contact	ENA Customer Technical Assistance Center Support/CTAC		<b>888-612-2880</b> <b>support@ena.com</b>
Escalation 1	Chris Newgaard CTAC Manager 615-312-6085 cnewgaard@ena.com	Orlando Martin CTAC Manager 615-312-6122 omartin@ena.com	Dan Onusaitis CTAC Manager 615-312-6205 donusaitis@ena.com
Escalation 2	Dana Briggs Director of Customer Support		615-312-6025 dbriggs@ena.com
Escalation 3	Matthew Turner Vice President of Operations		615-312-6042 mturner@ena.com