




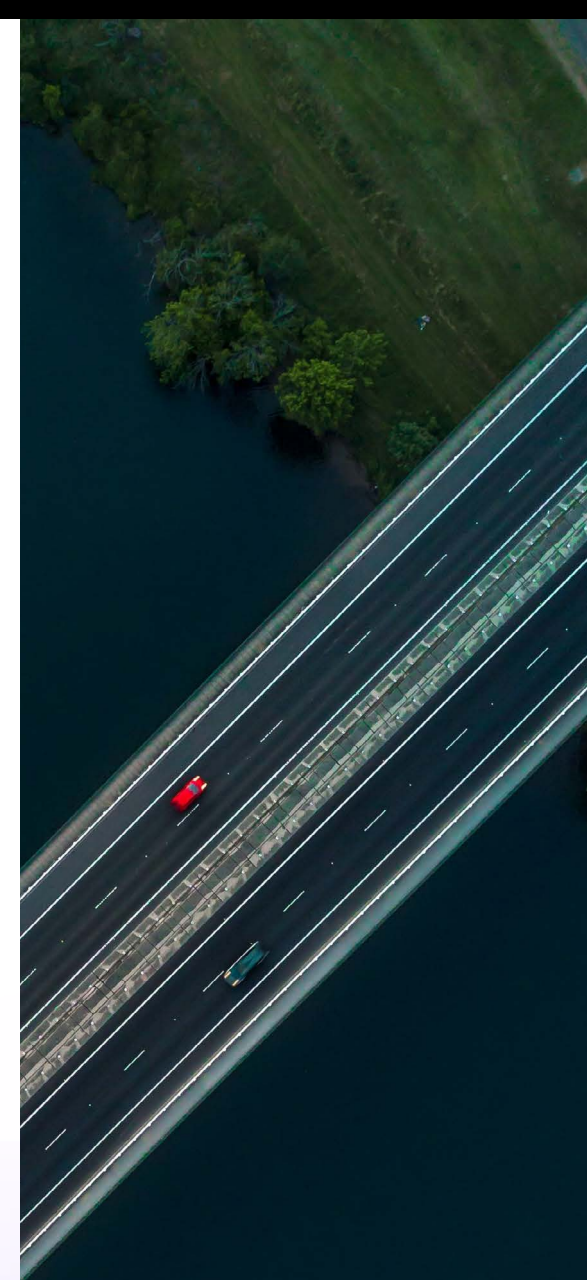
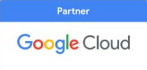












Appendix B: List of vendors supported by SoftwareOne MultiVendor Premium Support

Valid from 01.01.2025

Vendor	Product	Priority	2nd Level by SoftwareOne 8-18 CET	Involvement of Vendor
 Microsoft	All products	A, B, C	✓	✓
 ACRONIS PLATINUM PARTNER	All products	A, B, C	✓	✓
 audiocodes	All products	B, C	✓	○
 SILVER Solution Partner	All products	B, C	✓	○
 AWS PARTNER	All products	B, C	✓	○
 CISCO	<ul style="list-style-type: none"> • Cisco IOS • Cisco network components • Cisco Catalyst, system router, Unity Express, ASA • Cisco phone, Unified Call Manager 	B, C	✓	○
 citrix. Partner Platinum Plus	All products	A, B, C	✓	○
 debian	All products	B, C	✓	○



Vendor	Product	Priority	2nd Level by SoftwareOne 8-18 CET	Involvement of Vendor
	All products	B, C	✓	O
	Neurons for MDM (formerly MobileIron)	B, C	✓	✓
	All products	B, C	✓	O
	All products	B, C	✓	O
	Databases	B, C	✓	O
	All products	B, C	✓	O
	All products	B, C	✓	O
	All products	B, C	✓	✓
	All products	B, C	✓	O
	All products	B, C	✓	✓
	vSphere	B, C	✓	O

O A valid support contract between the customer and the vendor is required for the integration of the manufacturer. SoftwareOne must be authorised to this contract.

* The agreed priorities can only be maintained if the product is in the manufacturer's life cycle. SoftwareOne provides 2nd level support for end-of-life products on a best-effort basis.



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