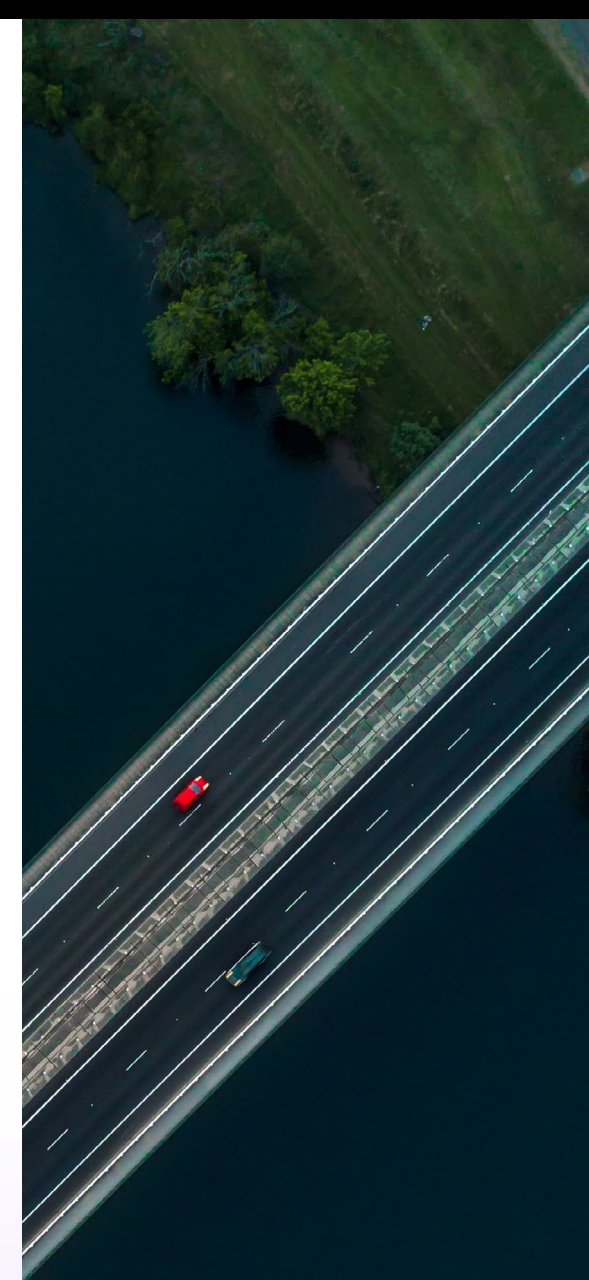


Appendix B: List of vendors supported by SoftwareOne MultiVendor Premium Support

Valid from 01.08.2024

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	✓	○
 citrix Partner Platinum Plus	All products	A, B, C	✓	✓
 Partner Google Cloud	All products	B, C	✓	○
 ivanti	Neurons for MDM (formerly MobileIron)	B, C	✓	✓
 NUTANIX	All products	B, C	✓	○



Vendor	Product	Priority	2nd Level by SoftwareOne 8-18 CET	Involvement of Vendor
 Platinum Partner	Databases	B, C	✓	○
 Premier Business Partner Solution provider Cloud infrastructure	All products	B, C	✓	○
 Sophos Platinum Partner	All products	B, C	✓	✓
 SUSE MANAGE Emerald Partner	All products	B, C	✓	○
 TREND MICRO Gold Partner	All products	B, C	✓	✓
 BROADCOM PINNACLE PARTNER VMware Reseller VMWARE DIVISION	vSphere	B, C	✓	○

○ 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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