

IronPort Platinum Support Program

Email is a mission-critical business system and maintaining a reliable email infrastructure is an absolute business requirement. IronPort™ offers Platinum, a world-class support program that ensure you will always meet your business needs regardless of email threats, unpredictable circumstances or changing business requirements.

IRONPORT CUSTOMER SUPPORT ADVANTAGE

- *IronPort's dedicated customer support team provides personalized assistance to provide the information you need to keep your email appliances running.*
- *Close interaction with engineering assures our awareness of latest product updates, workarounds, and known issues*
- *Structured escalation processes ensure appropriate personnel are assigned to resolve critical issues*

PLATINUM SUPPORT

Our Platinum Support program provides on-demand technical support to assist you with the administration and maintenance of your IronPort products. The Platinum program includes:

- Two hours response to initial request
- Telephone and email technical support
- 24/7 telephone support for critical issues
- System notifications and software updates
- Hardware support, including appliance replacement when appropriate (see details below)
- Access to IronPort online support resources

HARDWARE AND SOFTWARE SUPPORT

Software upgrade notification We will notify you of periodic system modifications and software upgrades that apply to your specific systems. These notifications are sent via email to your IronPort administrator..

Software upgrades You can upgrade your appliances to the most recent software release at your convenience, following easy-to-use instructions from our upgrade notifications.

Remote diagnostics Upon your request, IronPort engineers will perform remote diagnostics and analysis of ware support

Hardware Support In the unlikely event of hardware malfunction, we will provide you field (hot-swap) replace-able parts and installation instructions, or ship a replacement unit, as required by the nature of the issue. To avoid the delay associated with shipping replacement parts, we also recommend that you purchase one “spares kit” for every 4 appliances used in your production environment.

ONLINE RESOURCES

Documentation 24/7 access to documentation posted on our support site allows to become familiar with our products and support at your convenience. Documentation includes product information and manuals, software release notes, tools and sample code.

FAQ 24/7 access to Frequently Asked Questions (FAQ) on our support site allows you to research common technical issues on your own and at your convenience.

TECHNICAL SUPPORT

Support requests

Phone, email or Web 24/7/365 (in English language)

Unlimited support

There are no limits on number of issues customers can report, or the number of contacts who can initiate requests.

ESCALATIONS PROCESS – CENTRAL EUROPE

IronPort Systems is committed to total customer support. We strive to exceed complete customer satisfaction following the general guidelines of the IronPort Support process outlined below.

- 1) First please contact our certified IronPort channel partner, from whom you have purchased the IronPort appliance. Our partners are trained and certified for the usage and troubleshooting of our products and can help you with their support organization.
- 2) Support request should always also be logged via email to both customercare@ironport.com as well as sales-germany@ironport.com . The support alias is monitored by IronPort support teams worldwide, as well as IronPort Executive Management. The local sales alias will ensure that our local IronPort team becomes immediately aware of the support request. See below for a detail of response times. Support submissions will auto-generate a case number for reference and monitoring for response.
- 3) Phone calls can be placed to the IronPort help desk at any time of the day (24x7). Direct phone for support is +1 877-641-4766 or +1 650-989-6533. Support call-ins are monitored live and escalated to immediate response for urgent or serious cases.

Severity Classification	Severity Description	Logging SLA		Resolution SLA	
		24x7	24x7	Hardware Issues	Software Issues
Severity 1	Fatal – Errors preventing any useful work from being done	Immediate logging of issue by 24x7x365 call center	Immediate logging of issue by 24x7x365 call center	Next business day (if call is placed prior to noon local time (CET); otherwise the day after next)	Constant effort until relief provided
Severity 2	Severe Impact – Errors which prevent major functions from being performed	Immediate logging of issue by 24x7x365 call center	Immediate logging of issue by 24x7x365 call center	Next business day (if call is placed prior to noon local time (CET); otherwise the day after next)	Constant effort until relief provided
Severity 3	Degraded Operations – Errors disabling only certain non-essential functions.	Immediate logging of issue by 24x7x365 call center	Immediate logging of issue by 24x7x365 call center	5 days	10 days
Severity 4	Minimal Impact – all other Errors	Immediate logging of issue by 24x7x365 call center	Immediate logging of issue by 24x7x365 call center	10 days	20 days