



Clavister Technical Support Service Data Sheet

- Standard and Premium Technical Support Available
- Highly-Focused Expertise
- Scalable and Flexible Team
- Pragmatic Specialists
- Proven Service and Support
- Online Technical Support Tools

Introducing Clavister Technical Support

Clavister offers a variety of services in conjunction with the Clavister Security Services Platform (SSP™). One of the more important services is the Clavister Technical Support service, which is available both as a Standard Technical Support option and as a Premium Technical Support option.

Clavister Standard Technical Support

Clavister Standard Technical Support gives you the assurance that you will get high-quality professional support when you need it. The concept of network lifecycle support and the goal of bringing dynamic and secure networks to reality entail a commitment to service excellence.

Clavister recognizes our customer's aim to achieve the highest network availability possible, and the link between network security technology and our customer's business objectives, especially improved profits, decreased operating expenses and competitive differentiation. From initial network configuration and deployment, to service provisioning and traffic optimization, our network of experienced technical support engineers are available to support you every step of the way.

Clavister Premium Technical Support

The Clavister Premium Technical Support option builds on the already high standards set with the Clavister Standard Technical Support option and adds a comprehensive 24/7 solution for the customer that needs the highest possible service commitment.

Clavister Premium Technical Support customer also benefits from Priority Queue Management which gives Premium Technical Support customers priority over Standard Technical Support customers.

Clavister Technical Support Highlights

Clavister Technical Support offers customers an unbeatable combination of service strengths:

- **Highly-focused expertise:** Our team of technical support engineers is specialized in network security and optimization, and has years of experience from working with mission-critical environments, security value for customers who rely on their network.
- **Scalable and flexible team:** A customer-focused and attentive team with global partners ensures a rapid service response. Our core engineering department and rigorous support processes ensures a cost effective and agile end-to-end support infrastructure.
- **Pragmatic specialists:** We understand that every customer is unique and that the processes need to be flexible enough to adapt to your needs rather than the opposite. Our strength is that we always aim to our customer in focus and we work hard to keep you satisfied and your business running without any unnecessary interruptions.
- **Proven service and support:** Clavister's team of technical support engineers has earned a reputation for excellence in some of the world's largest and most innovative networks.

Scope of Support

Clavister Technical Support is designed to remotely assist our customers with specific incidents regarding the general product usage and configuration with access to Clavister Technical Support Engineers.

Clavister Technical Support also covers defect diagnostics in Clavister products that does not perform according to product specification. However, Clavister Standard Technical Service Support does not cover on-site installation services and/or consultant services. Please contact your local Clavister Sales representative for information about related services.

Contacting Support

As a Clavister Technical Support customer, you can contact Clavister Technical Support via phone or email.

To submit an incident via phone, visit www.clavister.com, locate the number listed and follow the instructions. To submit an incident via email, send an email to support@clavister.com.

For information about required information for submitting an incident, please visit Clavister Customer Web for detailed information.

Support Hours

The support hours covered with the Clavister Technical Support service are built around your core business hours and your need for flexibility. For the Clavister Standard Technical Support option, support technicians are available 08:00 - 17:00 (CET), Monday through Friday. For the Clavister Premium Technical Support option, support technicians are available to take your call 24 hours per day, 365 days per year.

Regardless of where your offices are located, Clavister Technical Support is available to take your call when you need your support.

Response Times

Clavister Technical Support operates with the following target response times and incident classifications:

Incident Classification	Maximum Response Time
Emergency	8 hours
High	16 hours
Medium	48 hours
Low	72 hours

For further details on incident classifications and response times, please visit: www.clavister.com/support.

If a technician is not immediately available to help you, a support administrator will register a technical support incident, provide you with the incident number and queue your case for the first available technician.

Online Technical Support Tools

In addition to the providing you with direct personal support, your Clavister Technical Support subscription also entitles you to access a variety of online tools which are specifically designed to answer many of the more common questions you may have regarding the technical aspects of installing, configuration, and maintaining your Clavister products. These online resources include:

- **Clavister Customer Web**
Clavister customers can log in to the Clavister Customer Web and use the unique License and Self-Service Support tools to manage their purchased products. The Clavister Customer Web offers product trial, updates and maintenance releases, RMA form, etc.
- **FAQs**
A knowledge base of answers to more commonly asked technical questions regarding the administration of Clavister products.
- **How-To's, Articles, Feature Briefs and Technical Notes**
These documents all covers product features in a more in-depth manner and describes how to achieve specific administrative task with your Clavister product.

Escalation

Clavister Technical Support has well-defined processes and both automatic and manual system support for handling case escalation.

Customer Satisfaction

In order to maintain our high level of satisfaction with our technical support, we routinely conduct customer satisfaction surveys.

If at any time you wish to comment on the handling of a particular case or on Clavister Technical Support in general, please feel free to send an email to support-management@clavister.com. Please include any relevant information about the case.