

SUPPORT PORTFOLIO

AT A GLANCE

		REQUIRED SUPPORT TIERS (ASSET)			OPTIONAL FOCUSED SERVICES (ACCOUNT)		
		Standard	Premium	Platinum	Focused	Focused PLUS	Focused ELITE
Technical Support	Telephone Support	Web	24x7	24x7			
	Response Time (Critical Issue)	1 hour	1 hour	15 minutes			
	Support Specialist Type	Support Engineer	Support Engineer	Senior Engineer	Support Engineer	Designated Engineer	Designated Engineers
	RMA	Repair	NBD 4HR	NBD 4HR			
SECURITY ASSURANCE*	Assisted Security Investigations		•	•			
	Advanced Log & IOC Analysis		•	•			
	Recommended Next Steps		•	•			
EXPERT ASSISTANCE	Planned Events Assistance			•			•
	On-site Assistance (Critical Issue)			•			•
	Failure Analysis (HW)			•			
PERSONALIZED EXPERIENCE Focused Services	Designated SAM				•	•	•
	Case Management/Escalation				•	•	•
	Weekly Reviews (Cases, Planning)				•	•	•
	Root Cause Analysis (HW + SW)				•	•	•
	Best Practice Reviews				•	•	•
	FCS Services Webinars				•	•	•
	Proactive Threat Notifications				•	•	•
	Release Reviews				•	•	•
	Designated Engineers					•	• 24 x 7
	Tailored Release Strategy					•	•
	Access to Engineering					•	•
Threat Assessment Service					• 1	• 2	