

# Overview

IRONPORT

## Platinum Support Program

**PLATINUM  
SUPPORT**

### OVERVIEW

The Platinum Support Program offers a comprehensive array of support services to assist customers with the administration and maintenance of their IronPort® products. The Platinum Support Program includes 24x7 access to Customer Support Engineers and our online Support Portal complete with its expansive knowledge base, the latest product documentation, release notes, tools, security alerts, and case management. The Platinum Support Program provides the benefit of a one hour response time to Priority 1 issues as well as emergency on-site support.

### PLATINUM SUPPORT FEATURES

#### SUPPORT REQUESTS

<b>Phone</b>	24x7
<b>E-mail</b>	24x7
<b>Web</b>	24x7

#### TECHNICAL SUPPORT

<b>Office Hours</b>	Sunday 4 p.m. - Friday 6 p.m. PST
<b>On-Call Hours*</b>	24x7 (request by phone)
<b>Response Times</b>	Priority Level 1: < 1 Hour Priority Level 2: 4 Hours Priority Level 3: 1 Day Priority Level 4: 1 Day

#### HARDWARE AND SOFTWARE SUPPORT

<b>Software Upgrade Notifications</b>	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.
<b>Field Upgrades</b>	You can upgrade your appliances to the most recent software release at your convenience, by following the easy-to-use instructions in our upgrade notifications.
<b>Remote Diagnostics</b>	Upon your request, IronPort engineers will perform remote diagnostics and analysis of your systems.

\*For critical issues only.



**PLATINUM  
SUPPORT  
FEATURES**  
(CONTINUED)

**HARDWARE AND SOFTWARE SUPPORT (CONTINUED)**

**Hardware Support**

In the unlikely event of a hardware malfunction, we will provide you field hot-swappable replacement parts or units as well as installation instructions, as required by the nature of the issue.\* To avoid the delay associated with shipping replacement parts, we recommend that you purchase one Spare Kit for every four appliances used in your production environment.

**Emergency On-Site Support**

If necessary to resolve an issue, we will make the best effort to dispatch an engineer to your site the first business day after your request. If we are unable to fulfill this arrangement due to time or other constraints, we will arrange the visit for the second business day following your request.

**ONLINE RESOURCES**

**Documentation**

24x7 access to documentation posted in our online Support Portal allows you to become familiar with our products and support at your convenience. Documentation includes product information and manuals, software release notes, tools, and security alerts.

**Knowledge Base**

24x7 access to our knowledge base in our online Support Portal allows you to research common technical issues at your convenience.

**Case Management**

24x7 access to our case management center in our online Support Portal allows you to open new Customer Support cases as well as update, view, or reply to open and resolved cases.

**ACCOUNT-BASED SERVICES**

**Major Software Release Reviews**

To ensure that your administrators are aware of new features and repairs implemented in our software, we will provide technical reviews for each upcoming major software release (upon your request).

*\*Our shipments are scheduled to arrive at your site the next business day by 10:30 a.m. local time. Delivery schedule may vary for international shipments.*



## DETAILS

### GENERAL SUPPORT TERMS

- So long as there is an active support agreement, IronPort provides a subscription to software patches, updates, releases and new versions commercially released by IronPort at no charge that correspond to the currently shipped version of the products purchased.
- Contract terms are provided by IronPort in 12-month increments and multi-year contracts are available for purchase upon request.
- For new product sales, if a support agreement is purchased, the first 12-month increment begins on the support agreement date.
- Case categorization, priority assignment, and escalation and tracking will be handled as all cases received from customers with active support agreements are handled, which is consistent with IronPort’s standard categorization, priority assignment, escalation and tracking procedures.
- Any product release that is more than one year behind the current released version will not be supported.

### SCOPE OF SUPPORT

IronPort’s Customer Support Center was established to specifically resolve technical problems identified within IronPort’s products. IronPort does not provide technical support for third-party hardware. IronPort will, however, provide support for third party software within the products including Symantec Brightmail, Sophos, the off-the-box Brightmail Quarantine, and the Brightmail plug-in.

### IRONPORT SUPPORT CASE PROCESSES

IronPort is dedicated to providing a superior Customer Support experience. Our Case Processes enable us to deliver an unforgettable service experience to all of our customers through a systematic approach to handling cases. We leverage the case priority combined with our internal service level agreements and escalation process to ensure effective problem resolution. The components of the IronPort Case Processes, described below, establish a means for the Customer Support Team to meet and exceed customer expectations.

#### Case Priority Level Definitions

IronPort’s case priority level definitions are used to assist in the prioritization of handling Customer Support cases. We leverage the priority level set on cases submitted via the IronPort Support Portal. Please use the guide below to assist in selecting the appropriate priority level. Please note that IronPort reserves the right to modify the priority levels below and upgrade or downgrade the priority level of a Customer Support case at any time.

Priority Level	Application/ Appliance Status	Impact on Business Operations	Issue Description
Priority 1: Critical	Down	Severe	Operation Stopped
Priority 2: High	Up	Significant	Operation Restricted
Priority 3: Medium	Up	Minor	Workaround available
Priority 4: Low	Up	Little/No	Feature, information, documentation & how-to requests



**DETAILS**  
(CONTINUED)

**Service Level Agreements (SLAs)**

IronPort’s Customer Support Team follows internal service level agreements according to the priority of the Customer Support case. Our SLAs provide a basis for timely responses. Please note that our SLAs apply only during the Customer Support office hours.

Priority Level	Acknowledgement*	Response**	Contact
Priority 1: Critical	< 1 Hour	< 1 Hour	Support Engineer CC: Support Manager
Priority 2: High	< 1 Hour	4 Hours	Support Engineer
Priority 3: Medium	< 1 Hour	1 Day	Support Engineer
Priority 4: Low	< 1 Hour	1 Day	Support Engineer

\* Customer is contacted by email, Web, or phone to confirm the receipt of a case.

\*\* Customer is contacted by email, Web, or phone to gather additional information about the case and determine the necessary steps to reproduce the issue.

**Escalation Process**

IronPort’s technically skilled Customer Support Team has a structured escalation process which ensures that the appropriate engineers are assigned to respond to cases efficiently and effectively. We use our escalation process as a guide to responding to cases and treat each case uniquely to ensure that we best address the issues at hand.

**Priority 1: Critical**

- The case is assigned a Customer Support Engineer who is identified to the customer.
- The assigned Customer Support Engineer is responsible for providing progress reports and the delivery of a response.
- The customer contact who opened the case is designated as the primary contact unless otherwise requested by the customer.
- A Support Manager is notified by the Customer Support Engineer after the case is verified as Priority 1.
- Status on the case is reviewed by the Support Management Team daily until a response is delivered.

**Priority 2: High**

- The case is assigned a Customer Support Engineer who is identified to the customer.
- The assigned Customer Support Engineer is responsible for providing progress reports and the delivery of a response.

**Priority 3: Medium**

- The case is addressed by the Customer Support Team who is responsible for delivering a response.

**Priority 4: Low**

- The case is addressed by the Customer Support Team who is responsible for delivering a response.



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IronPort Systems is the leading email and Web security products provider for organizations ranging from small businesses to the Global 2000. IronPort provides high-performance, easy-to-use, and technically innovative products for those faced with the monumental task of managing and protecting their mission-critical networks from Internet threats.

