

# Overview

IRONPORT

## Platinum Plus Support Program

**PLATINUM  
SUPPORT**

### OVERVIEW

The IronPort Platinum Plus Support Program provides a comprehensive array of support services to assist in the administration and maintenance of IronPort® security products. Features are designed to meet the strict demands of large global customers, who require unparalleled attention for their mission-critical business solutions.

### FEATURE SUMMARY

- 24x7x365 Priority 1 Support
- Case Management Options
- IronPort Support Portal
- Hardware and Software Support
- Preferential Case Handling
- Designated Customer Support Engineer
- Major Software Release Reviews
- Feature Request Updates

### OPERATIONS INFORMATION

<b>Office Hours</b>	Monday 12 a.m. – Saturday 2 a.m. UTC/GMT Sunday 4 p.m. – Friday 6 p.m. PST
<b>Priority 1 - Critical</b>	24x7x365 Toll-Free Phone Support
<b>Priority 2-4 - Non-Critical</b>	24x5 Appliance, Web, Email and Phone Support
<b>Case Priority and Response SLA</b>	Priority 1 – Critical (Operation Stopped): < 1 Hour Priority 2 – Serious (Operation Restricted): 4 Hours Priority 3 – Important (Workaround Available): 24 Hours Priority 4 – Request (Information or New Feature): 24 Hours
<b>Case Management</b>	Appliance – Open a case from your IronPort appliance Web – Manage cases in the IronPort Support Portal Email – Email from registered administrator addresses Phone* – Call our global toll-free international numbers <i>*Support provided in English</i>

### PLATINUM PLUS FEATURES

#### SUPPORT PORTAL

**Case Management** Easily open and update cases.

**Forums** Communicate with other customers and partners in a global user community, IronPort Nation™.

**Knowledge Base** Search an extensive database with answers to technical questions.

**Documentation** Download user guides, manuals, release notes and other collateral.

**Virus Outbreaks** View filters for up-to-date outbreak rules to detect viruses.

**Security Alerts** Updated listings of vulnerabilities and issues.



## PLATINUM PLUS FEATURES (CONTINUED)

### HARDWARE AND SOFTWARE SUPPORT

**Software Upgrade Notifications** Periodic email notifications about system modifications and software upgrades are sent to registered IronPort system administrators.

**Software Upgrades** Convenient upgrades to the most current software releases, initiated by the administrator, can be performed directly from IronPort appliances at any time.

**Hardware Support\*** In the event of a critical hardware malfunction, IronPort provides field units and hot-swappable replacement parts with RMA installation and return instructions.

*\*Recommendation: Purchase one (1) Spares Kit for every four (4) IronPort appliances in the production environment.*

**Remote Diagnostics** When working a support case, IronPort Customer Support Engineers have the ability to perform remote diagnostics. Support tunnels are initiated and opened only upon the request of the customer.

### ACCOUNT-BASED SERVICES

**Preferential Case Handling** IronPort customers with Platinum Plus Support receive preferential case handling (in conjunction with the case priority and case processes) for effective and efficient case resolution.

**Designated Support Engineer** To expedite case handling, an IronPort Customer Support Engineer is designated by account.

**Major Software Release Reviews** Technical reviews of major software releases are provided upon request to highlight new features and fixes in the release notes at general availability.

**Feature Request Updates** When requested, periodic conference calls are held with an IronPort sales team member to discuss feature requests submitted by the customer.

### CASE PROCESSES

**Case Handling** IronPort is dedicated to providing a superior customer support experience each and every time. For a streamlined approach, and to ensure effective problem resolution, case processes leverage priority, service level agreements (SLAs) and issue categorization.

**Case Escalation** Cases that require additional attention are escalated internally to an IronPort Customer Support Manager. To ensure consistent case management, the IronPort Customer Support Engineer who opens each case will continue to handle it through resolution.



#### IronPort Systems

950 Elm Avenue, San Bruno, California 94066

TEL 650.989.6500 FAX 650.989.6543

EMAIL [info@ironport.com](mailto:info@ironport.com) WEB [www.ironport.com](http://www.ironport.com)

IronPort Systems, a Cisco business unit, is a leading provider of anti-spam, anti-virus and anti-spyware appliances for organizations ranging from small businesses to the Global 2000. IronPort appliances utilize SenderBase, the world's largest email and Web threat detection network and database. IronPort products are innovative and easy-to-use—providing breakthrough performance and playing a mission-critical role in a company's network infrastructure.

Copyright © 2000-2008 Cisco Systems, Inc. All rights reserved. IronPort, the IronPort logo and SenderBase are registered trademarks of Cisco Systems, Inc. All other trademarks are the property of Cisco Systems, Inc. or their respective owners. While every effort is made to ensure the information given is accurate, Cisco does not accept liability for any errors or mistakes which may arise. Specifications and other information in this document may be subject to change without notice. End of life (EOL) policies apply to support contracts as listed in the IronPort Support Portal. P/N 451-0701-1 1/08

IronPort is now  
part of Cisco.

