

Overview

IRONPORT

Platinum Support Program

**PLATINUM
SUPPORT**

OVERVIEW

The IronPort Platinum 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 demands of global customers, who require acute attention for their mission-critical business solutions.

FEATURE SUMMARY

- 24x7x365 Priority 1 Support
- Case Management Options
- IronPort Support Portal
- Hardware and Software Support

OPERATIONS INFORMATION

Office Hours	Monday 12 a.m. – Saturday 2 a.m. UTC/GMT Sunday 4 p.m. – Friday 6 p.m. PST
Priority 1 - Critical	24x7x365 Toll-Free Phone Support
Priority 2-4 - Non-Critical	24x5 Appliance, Web, Email and Phone Support
Case Priority and Response SLA	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
Case Management	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 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 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.

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.



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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.

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