



## Premium Support Plan

Your business deserves the best, and we intend to provide the same. Our premium support plan provides a superior personalized support experience that takes care of your network security, while you grow your business. It includes a dedicated account manager, 24 hr. access to support experts, unlimited access to TAC tool, periodic review meetings, on-site support services and more.

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### • Technical Support Services

Remote technical support is provided through

- Phone: 24 x 7 Support
- Email: 24 x 7 Support
- Web: 24 x 7 Support
- Response time: First Response -1 Hour

### • Online Support Services

#### - Unlimited access to Knowledge base

24x7 Access to our knowledge-base allowing you access to documentation, product information, manuals, software release notes, etc. Cyberoam Knowledge-base also helps you research common technical issues at your convenience.

#### - Unlimited access to TAC Case collection tool

24x7 Access to our Cyberoam Case Collection Centre allowing you unlimited access to current customer support cases as well as resolved cases.

#### - Onsite Support Services

On-site support is available for Cyberoam products as an additional fee-based service and is provided in cases when both Cyberoam and the customer conclude that the only way to advance a case is through on-site resolution.



## • Software Support Services

- Hot-Fixes and enhancement upgrades 24x7
- Software and OS upgrades 24x7
- Signature and database update 24x7
  - Web content filtering
  - Intrusion Detection and Prevention
  - Anti Virus, Anti-Spyware, Anti-Malware
  - Anti Spam Database
- Remote Diagnostics: Under Special Cases, Cyberoam Engineers will perform remote diagnostic & analysis of your Cyberoam Console.

## • Security Updates through Email

As our Premium customer, you receive periodic notifications via email on OS Upgrades, bug-fixes, features etc. as they are released, keeping you up-to-date on the latest enhancements on Cyberoam.

## • Warranty and Replacement Services

- Limited 1 Year hardware warranty of Cyberoam spares except power supply & fans.
- 4 day return and replacement policy
- Advance Replacement facility: Advance replacement of faulty appliance with new or refurbished replacement unit, shipped next business day following RMA approval.

## • Dedicated account manager

As a premium customer you always get personalized expert services from our side. A dedicated account manager is provided to you to understand your particular requirements completely. The person works closely with you as an extension to your team, providing you personalized consultation services.

## • Review Meetings

Our Senior Network Engineers schedule a six-month review meeting with your organization to analyze how your business has evolved, and how Cyberoam can best address your requirements.



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