

## WHAT DO NSFOCUS PRODUCT SUPPORT SERVICES PROVIDE

NSFOCUS provides a wide range of cyber security products to protect customers' networks from malicious attacks. To guarantee the product's availability and functionality, NSFOCUS delivers product support services to address product hardware and software issues timely according to different technical support levels and issue severity, making the product work properly and reducing functionality interruption.

NSFOCUS product support service can help customers access 24/7 remote support, product resource access, hardware replacement, etc. It is available for both end-user customers and partners. Additional support like a dedicated technical account manager or a professional service module is offered for premium service. Also, hardware replacement on the next business day (NBD service) is available in selected regions for customers using NSFOCUS's Platinum or Gold support package.

### » Multi Methods to get support

There are several options for customers to choose from for close communication with NSFOCUS, including E-mail, hotlines and instant messages. Meanwhile, multiple remote tools are used to speed up problem resolution.

### » Fast Response and Efficient Procedures

NSFOCUS support team responds to any case at the soonest according to the SLA and handles all high-severity issues no later than 30 minutes. Efficient escalation procedures enable faster issue resolution.

### » Considerate Service

NSFOCUS assigns a dedicated Technical Account Manager (TAM) to keep in touch with a customer as a single point of contact and schedules periodical governance meetings to update information and better understand customers' requirements. Meanwhile, NSFOCUS provides a customer care program to enhance the service value.

### » Customer First

NSFOCUS puts our customers at the center of our service.

## KEY FEATURES

Online support portal

Follow-the-sun service

Up-to-date resources

2-Day RMA the soonest and

NBD for selected regions

Accountable TAM throughout

the whole customer lifecycle

Productive governance

meetings to track process and

increase communication

Knowledge Base

Upgrade Site

## KEY BENEFITS

Multiple options for immediate support

Fast troubleshooting, issue resolution and remediation

Customer first

## HOW TO GET NSFOCUS PRODUCT SUPPORT

**E-mail:** support@nsfocusglobal.com

**Hotline:**

- » USA: +1 844 673 6287
- » UK: +44 808 164 0673
- » Australia: +61 2 8599 0673
- » Brazil: +55 13 4042 1673
- » Japan: +81 3-4510-8673
- » Singapore: +65 3158 3757
- » Middle East: +973 1619 7607
- » Netherlands: +31 85 208 2673
- » China Hong Kong: +852 5803 2673
- » China Macao: +853 6825 8594
- » Mainland China: +86 10 5387 5981

**Skype :** nsfocustsc1

## SERVICE OFFERINGS

NSFOCUS provides four categories of product support offerings: Silver package, Gold package, Platinum package, and NFR package. Specific items vary in each service.

Customers could choose a service package according to their business requirements. A platinum support package is suggested for customers with complex production environments or high-security demands. On the other hand, customers without mission-critical environments and non-time sensitive could consider the Silver support package.

Summary of Technical Support Offerings				
FEATURES	SILVER	GOLD	PLATINUM	NFR
Remote Access Investigation	Yes	Yes	Yes	Yes
Planned Event Assistance	Yes	Yes	Yes	Yes
Update Site	Yes	Yes	Yes	Yes
Knowledge Base	Yes	Yes	Yes	Yes
Customer Portal	Yes	Yes	Yes	Yes
Product Life Cycle Information	Yes	Yes	Yes	Yes
Product User Guide Documentation	Yes	Yes	Yes	Yes
Product Configuration Guide Documentation	Yes	Yes	Yes	Yes
Up-to-date Product Information	Yes	Yes	Yes	Yes
Product Upgrade Package and Instruction	Yes	Yes	Yes	Yes
Product Hotfix	Yes	Yes	Yes	Yes
Hardware Failure Analysis	Yes	Yes	Yes	Yes
Hardware Replacement	Yes	Yes	Yes	Yes*
8/5 Technical Support	Yes	Yes	Yes	Yes
24/7 Technical Support	-	Yes	Yes	-
Bug Process Tracking	-	Yes	Yes	-

<b>Severity 1 Incident Root Cause Analysis Report</b>	-	Yes	Yes	-
<b>Return Merchandise Authorization (RMA)</b>	-	Yes	Yes	-
<b>* Value-added Service: Next Business Day (NBD)<sup>1</sup></b>	-	Yes	Yes	-
<b>Technical Account Manager (TAM)</b>	-	-	Yes	-
<b>Quarterly Governance Meeting</b>	-	-	Yes	-
<b>Remote Upgrade Assistance</b>	-	-	Yes	-
<b>Product Health Check</b>	-	-	Yes	-
<b>Security Consulting</b>	-	-	Yes	-

Note: An asterisk (\*) indicates that the service is available to purchase separately.

<sup>1</sup> This service is a value-added service based on Gold and Platinum service. Additional order is required. It is available in CN region now.