

## nAppliance Maintenance Plans – Help Desk

### Introduction: Help Desk Support

Support Plans	nAppliance Standard Warranty Plan	nAppliance Premium Maintenance Plans		
		Silver Support	Gold Support	Platinum Support
<b>1. Help Desk:</b>				
Self Help via Web (includes Forum)	Yes	Yes	Yes	Yes
Resolution via Email (Web-Form)	Yes	Yes	Yes	Yes
Resolution via Email (Web-Form) + Phone	Yes	No	Yes	Yes
Phone Coverage Hours	8am-5pm (M-F)	-	8am-5pm (M-F)	7 x 24 x 365
Response Time	8 hours	8 hours	4 hours	4 hours
Contract Period - Year (Std/Options)	30 days	1/2,3	1/2,3	1/2,3
<b>2. Software Subscription (First Year)</b>				
Up2date Service (Yearly Subscription)				
mISA, mISAE, mIAG, Equalizer	included	included	included	included
nIPS	additional	additional	additional	additional
<b>3. Hardware Maintenance (First Year)</b>				
Depot Repairs (1 Year)	Yes	Yes	Yes	Yes
Advance Replacement - Next Day	None (Optional)	None (Optional)	None (Optional)	None (Optional)

For nAppliance products customers can purchase Maintenance Plans providing comprehensive support including:

- 1. Help Desk:** Technical Support thru Web or/and Phone
- 2. Software Subscription:** Up2Date service to receive new versions of the nAppliance software as well as continuous signature updates
- 3. Hardware Replacement:** Hardware replacement according to the duration of the maintenance

Please note that Help Desk plan does not cover Software Subscription or Hardware Replacement. Following section describes our Help Desk offering in detail.

## Case Priority Levels

nAppliance case priority levels are used to assist in the prioritization of handling a support issue. nAppliance engineers will use the guide below to select the appropriate priority level for all submitted support issues. Please note that nAppliance reserves the right to modify the priority levels below and upgrade or downgrade the priority level of a support issue at any time.

Priority Level	Application/Appliance Status	Impact on Business Operations	Issue Description
High	Down	Severe	Customer's Appliance is down or experiencing a consistent, measurable performance impact
Medium	Up	Significant	Customer's Appliance is experiencing intermittent failure or degradation of performance
Low	Up	Little/None	Feature, Information, Documentation, How to requests or Issues that do not affect normal Appliance operation, Workaround available.

## Silver Support Plan

Gold Maintenance is designed for organizations requiring consistent, comprehensive technical support. For 1st Level Technical support, customers should contact their certified nAppliance partner. End users have to contact their certified partner, Reseller must contact their Distributor. If required, the nAppliance partner/Distributor may escalate to nAppliance and will receive a response according to the SLAs.

### Service Level Agreements (SLAs)

nAppliance's Support Engineers abide by the following service level agreements. Our SLAs provide a basis for timely responses. Please note that our SLAs apply only during the support office hours.

Priority Level	Acknowledgement*	Initial Response**	Contact***
High	< 4 hour	< 8 Hours	Support Engineer CC: Support Manager
Medium	< 4 hour	1 Day	nAppliance Partner
Low	< 4 hour	1 Day	nAppliance Partner

\* 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.

\*\*\* nAppliance contacts partner in order to assist with technical issues in any case. High Priority issues will be immediately addressed by nAppliance and the partner contacted and informed of issue and case progression

### Escalation Process

nAppliance's Support Engineers follow a structured escalation process which ensures that the appropriate resources are assigned to respond to cases efficiently and effectively. The following escalation process is used as a guide when responding to cases so that each case is treated uniquely to ensure that we effectively address the issue(s) at hand.

#### Priority Level: High

- The case is assigned a 2nd Level Support Engineer who identifies him/herself to the customer or nAppliance Partner.
- The assigned Support Engineer is responsible for providing progress reports and the delivery of a response to the customer or nAppliance Partner.
- The customer contact that opened the case is designated as the primary contact unless otherwise requested by the customer.
- A Support Manager is automatically notified by our workflow process after the case is verified as Priority 1.
- Status on the case is reviewed by the Support Manager and Support Engineer daily until a response is delivered.
- If a response can not be delivered or a major product bug is found, the case is forwarded to nAppliance's 3rd level Escalations Engineering group.

#### Priority Level: Medium

- The case is assigned a 2nd Level Support Engineer who identifies him/herself to the customer or nAppliance Partner.
- The assigned Support Engineer is responsible for providing progress reports and the delivery of a response to the customer or nAppliance Partner.
- If a response can not be delivered or a major product bug is found, the case is forwarded to nAppliance's 3rd level Escalations Engineering group.

#### Priority Level: Low

- The case is addressed by the 1st Level Support Team who is responsible for delivering a response.
- If a response can not be delivered, the case is forwarded to nAppliance's 2nd level Support group.

## Gold Support Plan

Gold Maintenance is designed for organizations requiring consistent, comprehensive technical support. For 1st Level Technical support, customers should contact their certified nAppliance partner. End users have to contact their certified partner, Reseller must contact their Distributor. If required, the nAppliance partner/Distributor may escalate to nAppliance and will receive a response according to the SLAs.

### Service Level Agreements (SLAs)

nAppliance's Support Engineers abide by the following service level agreements. Our SLAs provide a basis for timely responses. Please note that our SLAs apply only during the support office hours.

Priority Level	Acknowledgement*	Initial Response**	Contact***
High	<1 hour	< 4 Hours	Support Engineer CC: Support Manager
Medium	< 1 hour	8 Hours	nAppliance Partner
Low	< 1 hour	1 Day	nAppliance Partner

\* 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.

\*\*\* nAppliance contacts partner in order to assist with technical issues in any case. High Priority issues will be immediately addressed by nAppliance and the partner contacted and informed of issue and case progression

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- The assigned Support Engineer is responsible for providing progress reports and the delivery of a response to the customer or nAppliance Partner.
- The customer contact that opened the case is designated as the primary contact unless otherwise requested by the customer.
- A Support Manager is automatically notified by our workflow process after the case is verified as Priority 1.
- Status on the case is reviewed by the Support Manager and Support Engineer daily until a response is delivered.
- If a response can not be delivered or a major product bug is found, the case is forwarded to nAppliance's 3rd level Escalations Engineering group.

#### Priority Level: Medium

- The case is assigned a 2nd Level Support Engineer who identifies him/herself to the customer or nAppliance Partner.
- The assigned Support Engineer is responsible for providing progress reports and the delivery of a response to the customer or nAppliance Partner.
- If a response can not be delivered or a major product bug is found, the case is forwarded to nAppliance's 3rd level Escalations Engineering group.

#### Priority Level: Low

- The case is addressed by the 1st Level Support Team who is responsible for delivering a response.
- If a response can not be delivered, the case is forwarded to nAppliance's 2nd level Support group.

## Platinum Support Plan

Platinum Maintenance is nAppliance's premium 24x7 support offering, designed for organizations requiring continuous support coverage at the highest possible levels. For technical support, customers can contact nAppliance via a web form or telephone. During business hours they will receive immediate access to the first available member of the customer support staff. Outside of business hours they will receive an email or telephone reply according to the SLAs.

### Service Level Agreements (SLAs)

nAppliance's Support Engineers abide by the following service level agreements. Our SLAs provide a basis for timely responses. Please note that our SLAs apply only during the support office hours.

Priority Level	Acknowledgement*	Initial Response**	Contact***
High	<1 hour	< 4 Hours	Support Engineer CC: Support Manager
Medium	< 1 hour	8 Hours	Support Engineer
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(s).

\*\*\* nAppliance reserves the right to involve a local support partner in order to assist with technical issues. High Priority issues will be immediately addressed by nAppliance and the partner contacted and informed of issue and case progression

### Escalation Process

nAppliance's Support Engineers follow a structured escalation process which ensures that the appropriate resources are assigned to respond to cases efficiently and effectively. The following escalation process is used as a guide when responding to cases so that each case is treated uniquely to ensure that we effectively address the issue(s) at hand.

#### Priority Level: High

- The case is assigned a 2nd Level Support Engineer who identifies him/herself to the customer or nAppliance Partner.
- The assigned Support Engineer is responsible for providing progress reports and the delivery of a response to the customer or nAppliance Partner.
- The customer contact that opened the case is designated as the primary contact unless otherwise requested by the customer.
- A Support Manager is automatically notified by our workflow process after the case is verified as Priority 1.
- Status on the case is reviewed by the Support Manager and Support Engineer daily until a response is delivered.
- If a response can not be delivered or a major product bug is found, the case is forwarded to nAppliance's 3rd level Escalations Engineering group.

#### Priority Level: Medium

- The case is assigned a 2nd Level Support Engineer who identifies him/herself to the customer or nAppliance Partner.
- The assigned Support Engineer is responsible for providing progress reports and the delivery of a response to the customer or nAppliance Partner.
- If a response can not be delivered or a major product bug is found, the case is forwarded to nAppliance's 3rd level Escalations Engineering group.

#### Priority Level: Low

- The case is addressed by the 1st Level Support Team who is responsible for delivering a response.
- If a response can not be delivered, the case is forwarded to nAppliance's 2nd level Support group.

## Special Support Plans

nAppliance Technical Support can help address specific technical issues during an installation, but is not designed to walk you through the entire installation process or the setup and configuration of a service/proxy. If you need comprehensive installation assistance, you may opt for onsite installation services from your local nAppliance Partner.

Platinum Plus is an extended offering of nAppliance's Platinum support program. This program is catered to large enterprises which house missioncritical infrastructures and would like a personalized support partnership with nAppliance. Pricing is based on the customer's account value of hardware/software purchased from nAppliance. Platinum Plus will provide customers with a single point of contact, indepth resources, remote consulting, and onsite support to receive the most personalized and comprehensive services available from nAppliance.

## Partners Support Program

Program Level	Program Level	Program Level
Silver Partners: Registered VARs	Support by Gold/Platinum Partner Direct Support through nAppliance's Distribution partners	According to the Distribution partners SLAs
Gold Partners: Certified VARs	Gold Support by nAppliance	Phone, Web Form; Response time according Gold SLAs
Platinum Partners: Certified (Value Add Distributor) VADs	Gold Support by nAppliance	Phone, Web Form; Response time according Gold SLAs