Iron Networks Maintenance Support Services

All of Iron Networks products come with a one year limited warranty. In addition, customers can purchase three different maintenance plans providing comprehensive support; Silver, Gold, and Platinum. Purchasing the appliances along with the maintenance plans utilizes the full value of the Iron Networks platforms with Microsoft Security technologies providing a "one throat to choke" support solution.

Silver Support: Advanced Hardware Only
Silver support provides Iron Networks customers with comprehensive advanced hardware replacement. No helpdesk coverage is provided.

Gold Support: Advanced Hardware + 8x5 Helpdesk
Gold support is the standard for customers requiring optimal uptime and service during normal business hours. It provides both advanced hardware support, as well as 8x5 helpdesk coverage.

Platinum Support: Advanced Hardware + 24x7 Helpdesk Support
Platinum support is the premier level of support for customers requiring maximum uptime. This includes advanced hardware support, as well as 24x7 helpdesk coverage.

Support Plans	Iron Networks Standard Warranty Plan	Iron Networks Premium Maintenance Plans		
		Silver Support	Gold Support	Platinum Support
1. Helpdesk and Online Services				
Self Help via Web (includes Forum)	Yes	Yes	Yes	Yes
Resolution via Email (Web-Form)	No	No	Yes	Yes
Resolution via Phone	No	No	Yes	Yes
Helpdesk Phone Coverage Hours	None	None	8am-5pm (M-F)	7 x 24 x 365
Appliance Updates Services	Yes	Yes	Yes	Yes
Contract Period	1 Year	1-5	1-5	1-5
2. Hardware Support	No	Yes	Yes	Yes
Advanced Replacement	Yes	NA	NA	NA
Return to Depot Support				
Hardware Support Desk Access (Email + Phone)	8am-5pm(M-F)	8am-5pm(M-F)	8am-5pm(M-F)	7x24x365

Maintenance Case Priority Levels

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

Escalation Process

Iron Network'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: Low

1. The case is addressed by the 1st Level Support Team who is responsible for delivering a response

2. If a response cannot be delivered, the case is forwarded to the 2nd level support group

Priority Level: Medium

1. The case is assigned a 2nd Level Support Engineer who identifies him/herself to the customer or Iron Networks Partner

2. The assigned support engineer is responsible for providing progress reports and the delivery of a response to the customer or Iron Networks Partner.

3. If a response cannot be delivered or a major product bug is found, the case is forwarded to Iron Network's 3rd Level escalations group.

Priority Level: High

1. The case is assigned a 2nd level support engineer who identifies him/herself to the customer or Iron Networks Partner

2. The assigned Support Engineer is responsible for providing progress reports and the delivery of a response to the customer or Iron Networks Partner.

3. The customer contact that opened the case is designated as the primary contact unless otherwise requested by the customer.

4. If a response cannot be delivered or a major product bug is found, the case is forwarded to Iron Networks 3rd Level escalations group.

5. Status on the Case is reviewed by the Support Manager and Support Engineer daily until a response is delivered

Silver Level Maintenance Support

Silver Maintenance Support

Iron Network'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.

Term and Renewal

Silver support services are available for an initial 1, 2, or 3 year term and renewable in periods of 1 or 2 years thereafter.

Maximum Support Term

Customers may purchase Silver support for a maximum of 5 years after initial invoice date

Silver Support Plan	Included Services
Self Help via Online Knowledgebase	✔
Return to Depot Support	✔
Advanced Hardware Replacement	✔
Resolution via Email	✘
Advanced Troubleshooting	
Helpdesk 8x5	✘
Helpdesk 24x7	
Priority Escalation	✘
Dedicated TAM	

Service Level Agreements for Silver Support (SLAs)

Iron Network'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 hours	< 8 hours	Support Engineer CC: Support Manager
Medium	< 8 hours	1 Day	Support Engineer
Low	< 8 hours	1 Day	Support Engineer

Customer is contacted by e-mail, web, or phone to confirm the receipt of a case.

** Customer is contacted by e-mail, web, or phone to gather additional information about the case and determine the necessary steps to reproduce the issue.*

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

Gold Level Maintenance Support

Gold Maintenance Support

Gold support is the standard for customers requiring optimal uptime and service during normal business hours. It provides both advanced hardware support, as well as 8x5 helpdesk coverage.

Term and Renewal

Gold support services are available for an initial 1, 2, or 3 year term and renewable in periods of 1, or 2years thereafter.

Maximum Support Term

Customers may purchase Gold support for a maximum of 5 years after initial invoice date either up front or through renewals

Gold Support Plan	Included Services
Self Help via Online Knowledgebase	✔
Return to Depot Support	✔
Advanced Hardware Replacement	✔
Resolution via Email	✔
Advanced Troubleshooting	✔
Helpdesk 8x5	✔
Helpdesk 24x7	
Priority Escalation	✘
Dedicated TAM	

Service Level Agreements for Gold Support (SLAs)

Iron Network'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	< 2 hours	< 4 hours	Support Engineer CC: Support Manager
Medium	< 4 hours	< 8 hours	Support Engineer
Low	< 8 hours	1 Day	Support Engineer

Customer is contacted by e-mail, web, or phone to confirm the receipt of a case.

*** Customer is contacted by e-mail, web, or phone to gather additional information about the case and determine the necessary steps to reproduce the issue.*

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

Platinum Level Maintenance Support

Platinum Maintenance Support

Platinum support is the premier level of support for customers requiring maximum uptime. This includes advanced hardware support, as well as 24x7 helpdesk coverage and the highest level of escalation.

Term and Renewal

Platinum support services are available for an initial 1, 2, or 3 year term and renewable in periods of 1, or 2 years thereafter.

Maximum Support Term

Customers may purchase Platinum support for a maximum of 5 years after initial invoice date either up front or through renewals

Platinum Support Plan	Included Services
Self Help via Online Knowledgebase	✔
Return to Depot Support	✔
Advanced Hardware Replacement	✔
Resolution via Email	✔
Advanced Troubleshooting	✔
Helpdesk 8x5	✔
Helpdesk 24x7	✔
Priority Escalation	✔
Dedicated TAM	✔

Service Level Agreements for Platinum Support (SLAs)

Iron Network'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 hours	< 4 hours	Support Engineer CC: Support Manager
Medium	< 1 hours	< 4 hours	Support Engineer
Low	< 2 hours	< 8 hours	Support Engineer

Customer is contacted by e-mail, web, or phone to confirm the receipt of a case.

** Customer is contacted by e-mail, web, or phone to gather additional information about the case and determine the necessary steps to reproduce the issue.*

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

How to Access Support

Product Registration

Prior to accessing support, customers must register their products online using the serial number of the appliance. Products can be registered at this link:

http://www.ironnetworks.com/support/product-registration

Contacting Support

Customers with products under warranty or valid maintenance plans are entitled to contact Iron Networks support directly according to their service level. Customers out of warranty or with expired support should contact their reseller or Iron Networks sales department.

There are three ways customers can access Iron Networks Support after registering the appliance.

Via Phone: Dial the main line (408) 895-5000 x2 or toll free (877) 895-6277 x2

Via Email: Send an email with the product serial number and issue to support@ironnetworks.com

Via Online Portal: Login to support portal and fill out the necessary fields. http://support.ironnetworks.com

Additional Services

Maintenance support plans cover break/fix issues as well as hardware issues. Customers needing additional services including but not limited to deployment, network architecture, customization and consulting are encouraged to purchase professional services. Please contact your Iron Networks partner or sales department for more information.

Deployment Services
Includes basic system deployment and configuration of appliances and related security technologies both remote and onsite.

Architecture Consulting
This includes architecting solutions using the Forefront and related technologies to interact with the customer environment.

Advanced Customization
Includes custom built solutions to meet unique needs of customers for non out of the box features and functions of the Forefront technologies.