

OFFERINGS

In addition to a designated Premium Plus Support contact and 24x7 remote monitoring systems, the Premium Plus level includes:

- Dedicated online portal
- Premium access to the Cloudmark Network Feedback System
- Real-time monitoring
- Access to dedicated service infrastructure
- Advanced DDOS protection
- Inclusion in Beta Programs and Customer Advisory Forum

<http://www.cloudmark.com/support>

Cloudmark's online support portal provides access to the incident submission and tracking system, knowledge base, product documentation and research reports.

DELIVER THE BEST SUBSCRIBER AND OPERATIONAL EXPERIENCE WITH PROACTIVE, CARRIER-CLASS SUPPORT

Cloudmark Premium Plus Support offers superior technical support and operational services designed to support the world's largest service providers and operators, maximizing the value of the customer's investment.

Cloudmark Premium Plus Support is proactive, expert support that engages closely with customers to learn requirements and adapts support procedures to the customer's needs. The Premium Plus Support package is the highest level of support offerings—including access to dedicated premium service infrastructure, preemptive monitoring, deep operational service visibility and Cloudmark Advisory Forum membership. These support services provide customers with tools to create a competitive differentiation and ensure operational efficiency. The Cloudmark promise: most intelligent technology, best results, proven performance and reliability.

PREMIUM PLUS SUPPORT

Cloudmark Premium Plus Support is distinguished by the array of services included in the program—beyond just support the package includes operations programs, access to premium services, programs for the highest involvement with Cloudmark and expert, proactive technical support.

EXPERT TECHNICAL SUPPORT

Cloudmark Premium Plus Support team is composed of dedicated technical contacts, which includes a Solutions Architect who is involved with the customer at all stages. The Solutions Architect views each support relationship as a long term partnership—engaging in all aspects of the long term messaging security strategy.

MONITORING

The Cloudmark Research team regularly monitors industry trends specifically observed at Premium-Plus Service customers, including data from messages scanned, administrative feedback and subscriber reports. Cloudmark provides 24x7 remote system monitoring and notification to quickly identify any system anomalies such as changes in accuracy,

OPERATIONAL EFFICIENCY

Cloudmark offers dedicated infrastructure for Premium-Plus customers. They will receive a notice when changes are occurring to the backend service and will also have advanced DDOS protection to eliminate the chance of loss of service due to attacks on Cloudmark datacenters.

CLOUDMARK AUTHORITY IN THE SERVICE PROVIDER NETWORK

Cloudmark Authority is a fully automated system designed to block spam, phishing, viruses and other forms of messaging abuse. It can be integrated at any point along the message delivery path.

CLOUDMARK NETWORK FEEDBACK SYSTEM PREMIUM ACCESS

The Cloudmark Network Feedback System provides real-time and historical analytics at the subscriber level on messages scanned, received and sent. Premium-Plus customers receive access to the web-based Reporting Interface and programmatic access via data feeds that integrate seamlessly with service provider systems to help streamline operations, enable differentiated customer offerings and give unprecedented visibility into filtering performance, customer feedback, and abuse trends impacting the network.

SUPPORT SERVICES

Expert: Cloudmark Premium Plus Support team is composed of dedicated technical contacts whose expertise goes beyond the Cloudmark technology, extending to all aspects of messaging infrastructures.

Proactive: The Cloudmark Research team actively monitors trends and threats and reports back to customers.

Carrier Class: Premium Plus support is designed for the most demanding service provider networks requiring high availability, reliability and constant up time.

Comprehensive: All Premium Plus Support incidents remain open until the customer regards the issue as resolved.

ACCESS TO DEDICATED INFRASTRUCTURE

Premium Plus support provides service providers with access to dedicated Cloudmark Service infrastructure, separated from all other customers to ensure the highest quality of service. Premium Plus customers are also given deep visibility into Cloudmark operations, including operations notices on all upgrades changes to the Cloudmark Service.

ADVANCED DDOS PROTECTION

The dedicated Cloudmark Service infrastructure includes advanced Distributed Denial of Service (DDOS) protection to eliminate the chance of loss of service due to attacks on Cloudmark datacenters.

ONLINE COLLABORATION PORTAL

Each customer under the Premium Plus plan receives a dedicated collaboration portal on the Cloudmark support site, providing easy access to all support resources and enabling a collaboration forum for sharing information directly with the assigned support team. Cloudmark's online support portal provides access to the incident submission and tracking system, knowledge base, product documentation, research reports and all materials specific to the customer environment.

CUSTOMER ADVISORY FORUM

All Premium Plus customers are invited to join the Cloudmark Customer Advisory Forum and are encouraged to provide feedback and share experiences with Cloudmark and other members. Based on participation, members can be invited to join the Customer Advisory Board to further provide specific direction and feedback into product strategy and direction.

CUSTOMER BETA PROGRAM

The Cloudmark Beta Program enables Premium Plus Customers to provide feedback on upcoming product features and releases. Early access to these releases enables the fastest possible deployment once a release is out of Beta.

Cloudmark Premium Plus Support			
Hours	24x7	Real-time monitoring	24x7 proactive monitoring
Support Team	Assigned	Web access to tickets	Yes
Designated Contact	Dedicated technical expert	Preventative planning	Regular meetings
Training Packages	2 Day operational training	Threat awareness	Proactive alerts on trends
Dedicated Infrastructure	Access to premium, dedicated service infrastructure	Service Availability	Advanced DDOS protections and geographical redundancy
Target Response		Target Resolution	
P1	1 hour	P1 Response	Continuous effort until workaround or resolution
P2	1 business day	P2 Response	3 business days
P3	2 business days	P3	10 business days
P4	3 business days	P4	Provided in next release

For more information visit us at www.cloudmark.com