

OFFERINGS

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

- Interactive web support and access to current online technical knowledge
- Bug isolations and workarounds
- Quality defect correction
- Access to minor releases and patches releases of licensed software

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

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

Cloudmark Premium Support is proactive and engages closely with customers to adapt procedures to the customer's needs. A designated Premium Support Contact is assigned to each account with expert knowledge of the customer environment and preemptive remote system monitoring 24x7. The Cloudmark promise: most intelligent technology, best results, proven.

PREMIUM SUPPORT

Cloudmark Premium Support is distinguished by the expertise of the designated technical contacts, the proactive monitoring systems and procedures.

EXPERT

Cloudmark Premium Support dedicated technical contacts are experts beyond the Cloudmark technology, having expertise on messaging infrastructures and technologies. The assigned support team includes a Cloudmark Solutions Architect, that is involved with the customer at all stages—prepurchase, deployment and production.

PROACTIVE

Cloudmark provides 24x7 remote system monitoring and notification, regular preemptive planning meetings and regular engagement from the dedicated technical support team. The Cloudmark Research team proactively monitors trends specifically observed at Premium Support customers including data from messages scanned, administrative feedback and subscriber reports.

COMPREHENSIVE

All Premium Support incidents remain open until the customer regards the issue as resolved—regardless of whether the issue is with the Cloudmark product or with another part of the messaging infrastructure.

<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. Each Premium Support customer receives a dedicated portal, providing easy access to all support resources relevant to their installation.

Cloudmark Premium Support			
Hours	24x7	Real-time monitoring	Yes, 24x7 preventative monitoring
Support Team	Assigned	Web access to tickets	Yes
Designated Contact	Dedicated Technical Expert	Preventive planning	One preventative support planning meeting
Training Packages	Available at an additional charge	Threat awareness	Proactive alert on latest threat trends
Target Response		Target Resolution	
P1	1 Hour	P1	Continuous effort until workaround or resolution
P2	1 business day	P2	3 business days
P3	2 business days	P3	10 business days
P4	3 business days	P4	Available enhancements provided in next release

For more information visit us at www.cloudmark.com