

## 24X7 SUPPORT

# Premium Support Service that gives you the peace of mind that you need

Your Data Security Platform is part of your mission critical solution and as such it requires attention around the clock.

You want to make sure that you can resolve issues when they happen. We understand that sometimes it happens outside of business hours.

Our premium solution is designed to provide coverage to critical issues around the clock, assist with large projects that can only happen outside of business hours and help you with upgrades and migrations. To maximize your investment, we will expedite our response time to ensure that the most critical issues are resolved faster.

## Key Benefits

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- ▶ 24x7 support for Critical issues
- ▶ Expedited response time for all your critical cases
- ▶ Coverage of off-hours projects, including maintenance and system upgrades
- ▶ Faster response times, escalation and resolution
- ▶ Direct access to senior support engineers
- ▶ Unlimited named contacts