

# Vbrick<sup>®</sup> Support Services

## World-Class Product Support for Any Size Enterprise

Vbrick delivers the industry's most comprehensive Support Services. Vbrick's offerings are tailored to provide total product support, including Hardware Warranty, Software Upgrades, and Product Support. Delivered in conjunction with our partners, and coupled with Vbrick's world renowned product reliability, Vbrick's Support Services ensure your video infrastructure is always up and running –increasing your ROI.

### CAPABILITIES

Vbrick Gold Plus and Platinum software support offerings provide choices regarding the level of support that is appropriate to achieve your objectives. Vbrick's Gold Plus or Platinum software support ensures post go-live peace of mind. Gold Plus support includes customer business hour access to the Vbrick support engineers, 24 x 7 access to Vbrick self-service support portal, technical and release bulletins, quarterly newsletters, and Vbrick software updates. For customers requiring more demanding levels of support, Platinum Software support offers increased response times, priority queuing, patch assistance, and 24 x 7 availability Vbrick engineers to support mission-critical applications.

**Hardware Warranty:** All Vbrick hardware products are covered by a one year warranty. Hardware maintenance can be purchased to extend support on Vbrick appliances beyond the first year. Hardware warranty and support includes firmware releases, remote troubleshooting and comprehensive Return Merchandise Authorization (RMA) Service. In the rare case of hardware failure, Vbrick RMA policies get you back up and running in a matter of days.

**Software Upgrades -** Customers under active support agreements are entitled to free software upgrades for major releases, minor feature releases and patches ensuring access to Vbrick's most advanced product functionality, while providing significant cost savings when compared to purchasing software upgrades. Platinum Software Support customers are also entitled to remote patch assistance from Vbrick support subject matter experts.

**Product Support -** Vbrick provides multiple tiers of product support to our customers, allowing you to utilize the quickest method that resolves your issue. These include:

- ▶ Multi-channel support (email, phone, web, & chat)
- ▶ Web-based Knowledgebase
- ▶ Product Documentation
- ▶ Training Portal
- ▶ Remote Access (where applicable)
- ▶ Product Communications (Technical & Release bulletins and quarterly newsletters)
- ▶ After Hours Priority Telephone Response (Platinum only)

## VBRICK SUPPORT OFFERINGS

Vbrick's Gold Plus software support, Platinum software support, and Hardware support offerings provide choices regarding the level of support to protect your hardware and software investments.

Vbrick has structured our support offerings to provide you with the skills and expertise you need to assure the investment you make today will meet your immediate needs and evolve as your video communication needs grow.

PLAN	PLAN DESCRIPTION	AVAILABILITY
<b>GOLD PLUS SOFTWARE SUPPORT</b>	<ul style="list-style-type: none"> <li>▶ Help Desk support during Business Hours, for unlimited Issue reporting,</li> <li>▶ Access to self-service support portal (Case submission, knowledge base, FAQs, RMA, documentation, and training portal),</li> <li>▶ Standard level severity level based response time and communication frequency.</li> <li>▶ Updates to Covered Software</li> <li>▶ Technical and release bulletins, and Quarterly newsletter.</li> </ul>	9AM - 5PM, Mon - Fri Telephone/ Email/ Support Portal
<b>PLATINUM SOFTWARE SUPPORT</b>	<ul style="list-style-type: none"> <li>▶ Help Desk support during Business Hours, for unlimited Issue reporting, telephone support for non-Business Day times,</li> <li>▶ Access to self-service support portal (Case submission, knowledge base, FAQs, RMA, documentation, and training portal),</li> <li>▶ Premium level enhanced severity level based response times and communication frequency based on Issue severity</li> <li>▶ Priority queue processing at the Help Desk for reported Issues,</li> <li>▶ Patch release assistance and application support, Updates to Covered Software</li> <li>▶ Technical and release bulletins, and</li> <li>▶ Quarterly newsletter</li> </ul>	24 x 7 9AM - 5PM, Mon - Fri Telephone/ Email/ Support Portal During all other times by telephone
<b>HARDWARE SUPPORT</b>	<ul style="list-style-type: none"> <li>▶ Firmware releases</li> <li>▶ Remote troubleshooting</li> <li>▶ RMA service</li> </ul>	9AM - 5PM, Mon - Fri Telephone/ Email/ Support Portal