



ClusterScale® Support Data Sheet

A support program to fit your business needs...



ClusterScale® Support Services are there to fully support you by delivering a full range of services to ensure your success with our products. These services range from online web tools, direct access to our expert Network Support Engineers, around-the-clock access to technical information, and more. ClusterScale® Support Services is dedicated to helping you get the most from your ClusterScale® products while improving your ROI, reducing your administration hassles, and ensuring the reliability of your networks and the applications that run on them.

Key Features



▶ Product Expertise

Superior product knowledge is key to superior product support. ClusterScale® Network Support Engineers receive continuous training updates and have been part of the ClusterScale® team for an average of 4 years. They know ClusterScale® products and the networking environments they're deployed in. The results? Real resolutions, every time in every situation.

▶ Always Available

ClusterScale® Engineers are ready to provide assistance around the globe, around the clock, 365 days a year. ClusterScale® never take a break... ensuring you can.

▶ Fast Replacements

Ensuring your networks are able to sustain maximum up-times shouldn't be stressful. Advance Replacement means replacement products or components are usually shipped within 24 hours, or 4 hours Rapid Replacement option.

▶ Comprehensive

Keep your product's defences up to date with the latest software version. You'll have access to both the newest full feature software upgrades and code fixes as soon as they're available.

▶ Convenient

ClusterScale® offers a support program to fit your business needs. Choose from one of two service levels that's right for you. Enjoy unlimited access to powerful online support tools from Ask ClusterScale® to our WebPortal, where expert answers to your questions are available 24 x 7.

▶ Ask Clusterscale®

Got questions? We've got answers. Whether you have a specific technical question about ClusterScale® products or simply want general information about ClusterScale® solutions and services, the Ask ClusterScale® our On-Line support has the answer. Just type in a question and Ask ClusterScale® immediately provides solutions. Ask ClusterScale® is the fast and convenient way to get the most from your ClusterScale® products.

Web Portal

- ▶ ClusterScale's Web Support Portal provides you with more flexibility and better, faster access to ClusterScale® Support, 24 x 7. Quickly create new support cases, immediately receive a case number, read case details and updates on your open cases, upload troubleshooting attachments, and much more. Best of all, you never have to wait or remember phone numbers, and online help is always available.

▶ Rapid Replacements

Advance Replacement means that once a ClusterScale® Engineer has confirmed the hardware failure, replacement products or components are usually shipped within 24 hours, or 4 hours with the Rapid Replacement option.

▶ Case Escalation

ClusterScale® is committed to monitoring all technical issues submitted to ensure that your case is managed appropriately. All submitted issues are classified and escalated according to strictly followed guidelines to ensure that no issue is left unresolved.

Types of Service	Standard	Premium ¹
Contract Term	1 Year or 3 Years	1 Year or 3 Years
Support Hours	8 am - 10pm GMT M-F	24 x 7 365 ²
Support Level	Network Support Engineer Remote Technical Support	Dedicated Network Support Engineers Remote Technical Support Technical Support Managers
Software Updates	Feature & Maintenance Releases	Feature & Maintenance Releases
Advance Hardware Replacement	Yes	Yes
Escalation Guidelines	Yes	Yes
4-Hour On-Site Service Upgrade³	Optional	Optional

NOTES:

- ▶ ¹ Premium Service requires an active Premium support agreement across all ClusterScale® units deployed within the enterprise + a Premium Service fee.
- ▶ ² Dedicated Premium support team is available 8am – 6pm M-F, local time. Off hours may be supported by a regional NSC.
- ▶ ³ 4-Hour On-Site RMA service upgrade is limited to Pegasys & Nemasys products with active service maintenance contracts



Phone: +44 (0)844 669 8375 (9am-5pm GMT)
Fax: +44 (0)870 432 7672

ClusterScale
Kingston Crescent
Portsmouth
PO2 8FA

www.clusterscale.com



Phone: 302.295.0361 (24 hrs)
Fax: 302.213.0122

ClusterScale
270 Presidential Drive
Wilmington
DE 19807
USA