

## Endace Support

More often than not, Endace Systems are recognized as critical system-infrastructure by customers who depend on them for instant visibility into their networks. Like any critical system, ensuring that it has the appropriate level of support wrapped around it is crucial. With Endace Support, you get access to all our latest software releases, the Endace Support Portal, and access to our knowledgeable support staff; it's a very cost-effective way to protect your investment in Endace and increase its value to your organization over time.

### Support packages

#### Gold Support

Our top level of support is designed for customers operating in mission-critical environments who can't afford downtime. Typically, customers requiring Gold support operate with redundant or hot spare configurations and require immediate response and fast turnaround of spares and system replacements.

Gold support includes:

- 24x7x365 support
- Next-business-day full system replacement
- Four hour parts replacement in key cities.

#### Silver Support

Our mid-tier support offering is designed for customers who understand Endace products but need advance hardware replacement and access to support 24x5.

Silver support includes:

- One week full system replacement
- Second business day parts replacement.

#### Bronze Support

Our basic level of support is designed for customers with light support requirements, where services are not time critical and hardware can be sent back to Endace in the unlikely event that they need to be repaired. All Endace Systems and DAG® cards are quoted by default with Bronze level support.

#### On-site tech

Gold and Silver Support can be upgraded to include an on-site technical support option. With this option, a knowledgeable Endace engineer can be sent to a customer site to help address complex issues that cannot be done remotely.



### FEATURES OF ENDACE SUPPORT

- Assistance with configuration and setup of new systems
- Bug fixes, patches, software, and firmware maintenance and updates
- Phone and email support
- Access to in-depth support documentation and extensive online knowledgebase
- Efficient support request reporting (via web, phone, or email) and web-based status tracking
- Access to online training which includes self-guided and single-day lab access (with Silver and Gold support)
- On-site technical support (with the +Tech support)
- Advanced hardware and system replacement (with Silver and Gold support)
- To reflect the different ways in which customers use our systems, we've developed three different support offerings: Bronze, Silver, and Gold.



### ONLINE TRAINING DELIVERS ROI BEFORE DEPLOYMENT BEGINS

- With Gold and Silver support you get unlimited access to Endace's Online Self-Guided Training Material. With Gold support you also get one-day unlimited access to Endace's Online Training Lab. This means you can have your staff trained on live equipment before your deployment even begins.
- Endace's new training offering allows you to get 'hands-on' anywhere there's an internet connection. The training lab contains a full suite of Endace equipment and applications processing live traffic, and is complemented by Endace's training courses, manuals, and exercise guides. The online training lab gives your training programme the benefit of full access to Endace's powerful set of monitoring tools without taking your deployed equipment offline, delaying the deployment (and ROI) of your new equipment, or investing the time and capital needed to create your own training lab.

### 12-month warranty

Every Endace System that we ship comes with a standard 12-month hardware warranty. The standard warranty includes:

- Repair or replacement of any faulty hardware
- 90 days of software and firmware maintenance.

### How to buy Support

If you are purchasing new Endace products or systems, you can select your preferred support options at point-of-purchase. If you would like to purchase support on an Endace product or system you already own, please contact Endace sales at [sales@endace.com](mailto:sales@endace.com).

### Purchasing, extending, or upgrading support

#### Support for new customers

Endace support should be ordered at the same time that you purchase your Endace product.

- At the time of purchase, you can choose whether to purchase a Gold, Silver, or Bronze 12-month support

plan. This is separate from and additional to the standard 12-month warranty.

- You can upgrade your support contract level within the first 12 months without incurring administrative charges (any additional Silver or Gold contract fees from the date of upgrade are applicable).
- Support is easily extended beyond the initial 12-month period; you will be reminded to extend and/or upgrade your support contract prior to the anniversary of the purchase of your product.

#### Support for existing customers

- If you already have an Endace support plan you will be given the opportunity to extend or renew the contract to one of the new Gold, Silver, or Bronze plans on the expiration of your current support contract.
- If you are a current customer without a support agreement and your hardware product is less than 12 months old, you can purchase support at the Gold, Silver, or Bronze level.
- If you have a hardware product more than 12 months old with an expired support contract, you can pay a one-off administration charge to reinstate Endace support backdated to the initial contract's expiry date. Fees are based on the age of the hardware, the period lapsed, and support plan selected.
- If your hardware product is over 12 months old and you have never had a support contract but would like to sign up to a support agreement, please contact us.

### Latest Endace release

Twice a year Endace does a major functionality release which typically includes the launch of some new systems, key enhancements to existing systems, and a new version of the Endace Operating System for monitoring (OSm). As a support subscriber, you are entitled to a complementary upgrade to the latest version of OSm.

To find out more about the latest Endace release, please visit the OSm web page:

**<http://www.endace.com/endace-operating-system-for-network-monitoring-osm.html>**



### Try us out

If you have questions about what level of support you may need or would like to buy, we encourage you to give us a call to discuss the options.

If you want to talk to a support engineer to find out what the experience is really like, call us. Our engineers are busy, but will make time for a chat. We're confident you'll like the experience.

### Email

[support@endace.com](mailto:support@endace.com)

### Phone

**USA** +1 866 501 3356    **UK** +44 800 051 3887

**AUS** +61 1800 144 708    **NZ** +64 7 959 2630

Service	Bronze	Silver	Gold
Support Availability	8 – 5, Mon – Fri	24 x 5	24 x 7 x 365
Initial Response Time	30 minutes	15 minutes	5 minutes
Technical Response Time	8 hours	4 hours	1 hour
Email Support	✓	✓	✓
Phone Support	✓	✓	✓
Remote Diagnostics	✓	✓	✓
Software & Firmware Maintenance and Feature Release Updates	✓	✓	✓
Software Bug Fixes / Patch Releases	✓	✓	✓
Ticketing System / Web Portal	✓	✓	✓
Online User Guide Access	✓	✓	✓
Online FAQ Access	✓	✓	✓
Online Knowledge Base Access	✓	✓	✓
Online Access to Resolved Cases	N/A	N/A	✓
Online Self-Guided Training	N/A	✓	✓
OnSite Engineer	N/A	Optional	Optional
Single Day Lab Access	N/A	N/A	✓
Shipping & Logistics	Return cost on customer Return and replacement Cost on Endace	Return and replacement Cost on Endace	Return and replacement Cost on Endace
Hardware replacement (DAG, FRU, ITM and TDS)	Ships within 14 days from receipt	2 business days shipping	1 business day shipping
HDD & PSU Advanced Replacement (CHI, NYC, LON)	N/A	N/A	Same day courier
System Replacement (200, 500, 2000, 5000)	Ships within 14 days from receipt	2 weeks shipping	1 week shipping
System Replacement (100, 300, 3000, 7000)	Ships within 14 days from receipt	1 week shipping	1 business day shipping

**FRU** = Field Replaceable Unit  
**ITM** = Infiniband Tap switch Matrix  
**TDS** = Time Distribution Server

For more information on Endace products visit: [endace.com](http://endace.com)  
 For enquiries email: [enquiries@endace.com](mailto:enquiries@endace.com)