



Endace Support

Endace products are trusted by some of the world's largest financial institutions, telecommunications and service providers, retailers, media organizations and Fortune 100 enterprises. They choose Endace products because of a proven reputation for performance and reliability. We are proud of that reputation and committed to providing industry-leading support that ensures you get the best from your Endace products.

With Endace support, you get access to all our latest software releases, the resources available through our Endace Support Portal, and quick, efficient access to our knowledgeable and responsive support staff. Our global support team is available when you need it to help you solve whatever problems you may have or answer your questions.

An Endace Support agreement is a cost-effective way to ensure you continue to get the best out of your investment in Endace.

Support Packages

We recognize different customers have different support requirements. So we provide three different support packages that allow you to choose the level appropriate to your needs: Premium Support, Standard Support, and Endace DAG™ Support.

Premium Support

Premium Support is designed for customers operating in mission-critical environments where downtime is not an option. Typically, customers requiring Premium support operate with redundant or hot spare configurations and require immediate response and fast turnaround of spares and product replacements.

Premium support includes:

- 24x7x365 support
- Advanced system replacement shipped next-business-day
- Four hour parts replacement in key cities

ENDACE SUPPORT AT A GLANCE

- Phone and email support
- Efficient support request reporting (via web, phone, or email) and web-based status tracking
- Assistance with configuration and setup of new systems
- Bug fixes, patches, software, and firmware maintenance and updates
- Access to in-depth support documentation and extensive online knowledge base
- Access to online, self-guided training

Premium Support also includes

- Single day lab access
- Advanced system replacement

Standard support

Our Standard Support offering is designed for customers who are experienced users of Endace products and who are not in need of advanced hardware replacement.

Standard support includes:

- 24x5 support
- Return-to-depot repair or replace

DAG Card support

Our DAG Card support is designed to complement DAG's industry leading packet capture ability with the industry's most robust support offering.

DAG support includes:

- 24x7x365 support
- DAG Card replacement shipped next-business-day

12 Month Warranty

Every Endace product 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, you can select your preferred support options at point-of-purchase. If you would like to purchase support on an Endace product you already own, please contact Endace Sales via email: info@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 Premium, Standard or DAG Card 12, 24 or 36-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 Premium, Standard or DAG Card 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 Premium, Standard, or DAG Card 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 Premium, Standard, or DAG Card level.
- If you have a hardware product more than 12 months old with an expired support contract, you can pay a one-time 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 at support@endace.com

Try Us Out

If you have questions about what level of support you may need or would like to buy, 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. We're confident you'll like the experience.

Email:

support@endace.com

Phone:

USA +1 866 501 3356

UK +44 800 051 3887

NZ +64 7 959 2630

AUS +61 1800 144 708

ONLINE TRAINING DELIVERS RETURN ON INVESTMENT (ROI) BEFORE DEPLOYMENT BEGINS

- With an Endace support contract you get unlimited access to Endace's Online Self-Guided Training Material. With Premium 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 program 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.

LATEST ENDACE RELEASE

Endace delivers major functionality releases which often include key enhancements to existing products, such as new versions of the Endace operating system for monitoring (OSm) or new DAG card firmware. As a support subscriber, you are entitled to complimentary upgrades to the latest releases.

Support Package Details

Package	DAG	Standard	Premium
Support availability	24 x 7 x 365	24 x 5	24 x 7 x 365
Initial response time	15 Minutes	15 Minutes	5 Minutes
Technical response time	4 hours	8 hours	1 hour
Email support	✓	✓	✓
Phone support	✓	✓	✓
Remote diagnostics	✓	✓	✓
Software and firmware maintenance and feature release updates	✓	✓	✓
Software bug fixes / patch releases	✓	✓	✓
Online User Guide access	✓	✓	✓
Online FAQ access	✓	✓	✓
Online Knowledge Base access	✓	✓	✓
Ticketing system / Web Portal access	✓	✓	✓
Online self-guided training	✓	✓	✓
Single day Lab access	N/A	N/A	✓
Shipping and logistics	Return and replace cost on Endace	Return and replace cost on Endace	Return and replace cost on Endace
Advanced system replacement	N/A	N/A	1 business day shipping
Hardware replacement (DAG, FRU, ITM and TDS)	1 business day shipping	Ships within 7 days from receipt	1 business day shipping
HDD & PSU advanced replacement	N/A	N/A	1 business day shipping
HDD & PSU advanced replacement (Chicago, New York, London)	N/A	N/A	Same day courier
FRU = Field Replaceable Unit ITM = Infiniband Tap switch Matrix TDS = Time Distribution Server HDD = Hard Disk Drive PSU = Power Supply Unit			

For more information on the Endace portfolio of products, visit: endace.com/products

For further information, email: info@endace.com

