



Clearswift Support Has You Covered

Serving the customer, making the technology work

The Clearswift Support Team is dedicated to optimizing the success of our customers and attaining the highest levels of customer satisfaction.

You can expect a swift response from a professional support organization that is available 24 hours a day, 7 days a week. We use globally recognized best practices to deliver support that consistently meets or exceeds customer expectations.

Core Commitments

- Availability at all hours with local presence.
- Recognized best practices, driving the quality of our service delivery.
- Openness, driving complete visibility of both the service we provide and the feedback we receive.

Customer Testimonials

'My call to Clearswift was answered promptly by an engineer who clearly had excellent knowledge...this led to the issue being diagnosed and resolved very quickly... 5-star support!'

'Excellent service, problem solved at first point of contact.. very impressive overall!'

'From first call to resolution, the best support experience I have had for a long time!'

Core Deliverables

- 24x7 worldwide telephone and email support
- Extensive web-based self-service capabilities (e.g. support portal, knowledge base and user forums)
- Knowledgeable, culturally appropriate support professionals
- Proactive and preventative support methodology, based upon globally recognized best practices
- Support tailored to meet your unique requirements
- Complete visibility of the service we provide and the feedback we receive

Supporting your Needs

We offer two support tiers that allow you to choose the service suitable for your organization's needs. All of our support offerings ensure that you get the level of service that you expect from your Clearswift solutions. Our support process and methodology is based on Information Technology Infrastructure Library (ITIL), and globally recognized best practice guidelines, ensuring quality in the service we deliver.

Every supported customer is entitled to our standard 24x7 support offering, delivered via telephone, email and our web portal. This highly reactive and responsive service allows us to take immediate ownership of any reported issues, providing you with full visibility of progress and status throughout the lifecycle of the incident. Our highly trained and experienced technical support engineers are located strategically around the world and offer response times as rapid as just one elapsed hour.

Standard Support

Along with the expected product updates, your support includes subscriptions to live service feeds that will keep your organization protected from the latest threats. Depending on the product, these include anti-virus, anti-spyware, anti-spam, and URL classifications. You'll be entitled to two registered technical contacts per licensed instance of your Clearswift solutions. These contacts can raise support incidents with our support engineers and they'll also benefit from full access to our extensive, searchable knowledge base. This valuable and detailed resource gives you access to hundreds of solutions, information on hot topics, and recommendations on best practices.

Premium Support

As a premium support customer, you'll receive unmatched levels of assistance. Our premium service builds on the standard offering, providing you with a high value, personalized service through an assigned Support Account Manager (SAM).

Your SAM is available to you for fast-track escalation and will engage with you regularly through:

- An annual health check, evaluating your current deployment and providing recommendations for areas of improvement
- Quarterly service history reviews
- Documented critical incident reports
- Two dedicated support days for problem resolution, system evaluation, and knowledge transfer
- Discussions on best practices and compliance requirements
- Briefings on forthcoming releases
- Product road map and release briefings
- One additional technical contact per licensed product

Proactive Alerts

As part of the premium service you can leverage the inherent capabilities of the Gateway products to raise high priority support cases based on key thresholds.

We aim to respond to these cases within 30 minutes.

Examples of these alarms are:

- Anti-virus service has failed
- Disk space is critical/low
- Memory is critical/low
- SMTP inbound/outbound service has failed
- SQL database has failed
- URL database cannot be loaded



Trend Reports

As a Premium Support Customer you benefit from our ability to remotely monitor key performance metrics on your system that allows us to provide you with quarterly trend reports. These reports allow you to measure performance and usage over time so that you can predict when you might need to add additional resources to cope with increasing Internet or email throughput.

The quarterly trend reports provide you with information on such things as:

- Mail flow
- Internet traffic
- Hard disk usage
- Database size

Support at a Glance

Description	Standard	Premium
Support access via phone, web portal and email	✓	✓
24x7 support (excluding 6 stated public holidays)	✓	✓
24x7 access to HelpSystems Community Portal knowledge base	✓	✓
Two registered technical contacts per licensed instance	✓	✓
Access to new version upgrade releases	✓	✓
Automated maintenance release updates	✓	✓
Defined service level targets for incident response and resolution	✓	✓
Proactive communications (forums and RSS service feeds)	✓	✓
Proactive system monitoring and exception reporting	✗	✓
Assigned Support Account Manager (SAM)	✗	✓
Annual system health check	✗	✓
Quarterly service reviews	✗	✓
Documented critical incident reports	✗	✓
Two dedicated support days	✗	✓
Best practice recommendations	✗	✓
Product roadmap and release briefings	✗	✓
One additional technical contact per licensed product	✗	✓

Maximizing Business Value Post Deployment

At Clearswift, we recognize that there will be times when you'll need expert knowledge to help with the deployment, upgrade, or migration of our products. We can also conduct periodic health checks, or provide consultation around business process change in existing solutions. The range of service packages we offer has been designed to ensure that you get the maximum value from your investment in Clearswift solutions.

All our service packages can be tailored to meet the specific requirements of your organization.

Installation

Our team of certified engineers will ensure that your Clearswift solutions are optimally deployed and configured to meet your specific organizational requirements. We'll also make sure that your operational team is completely familiar with the product to ensure that you are ready to take advantage of the solution.

Policy Definition

Whatever your data protection requirements, our team design and implement a content security policy that meets your needs.

Policy Migration

Our team will make your transition from MIMESweeper for SMTP to the Clearswift Secure Email Gateway simple

and straightforward. We'll review your existing content security policy, transfer the appropriate components into the Email Gateway format and make recommendations for future improvements.

Upgrade

Clearswift's range of solutions is constantly evolving to meet your needs. You want to ensure that you are taking advantage of any new functionality, but upgrading between major releases often raises operational questions and issues. Our team will ensure that your upgrade is planned and executed effectively, with full user sign-off for production deployment.

Health Check

Our team of certified engineers will review your Clearswift deployment to ensure that it's optimally configured, and recommend how your content security policy can be amended to meet the changing needs of your organization.

Training

At Clearswift, we provide training for users, administrators, engineers and consultants working with our solutions. The training courses we offer have been designed to ensure that you get the maximum value from your investment in Clearswift solutions.

For more information visit www.clearswift.com/support