



*iPolicy Networks SecureCare support offerings are designed to help customers keep their investment in iPolicy security solutions at optimal performance and protect them from the latest threats and attacks.*

## SecureCare™ Support

### Programs Offered:

SecureCare Silver  
SecureCare Platinum

### Programs Include:

#### Technical Support

- Live phone support
- 24- hour access to SecureCare Web Portal
- Email support

#### Software Maintenance

- Bug fixes and patches
- Updates
- Upgrades
- Releases

#### Hardware Warranty

- Standard Warranty: 1 year
- Advancement Replacement for hardware failures
- Shipment; next business day

#### Subscription Service

Real-time security database access/  
download for security modules  
licensed

- IDS/IPS signatures
- URL classification database

**↓ iPolicy Networks is committed to the business success of its customers and understands that they rely on the security of their network infrastructure 24 hours a day. iPolicy Networks has designed comprehensive service and support programs to help its customers achieve and maintain the superior security posture their business demands.**

iPolicy Networks customers can select their level of service from the SecureCare Silver or SecureCare Platinum programs. iPolicy Networks customers can choose the level of support that makes economic sense and matches their unique business environment. All SecureCare programs include the key elements of Technical Support, Software Maintenance, Hardware Support and Subscription Services. See the program descriptions, on next page, for more information.

#### Technical Support

Technical Support includes live access to expert help via phone, Web portal or email exchanges. Knowledgeable SecureCare engineers will answer technical questions and drive resolution of technical issues.

The mission of the iPolicy Customer Support organization is to keep your business operating at optimal performance. Resolution targets reflect the severity of the incident. Automatic escalation ensures urgent and complex problems are addressed by the most qualified people in the organization in a timely manner.

An extension of Technical Support, the iPolicy SecureCare Web Portal offers customers 24-hour secure access to a wealth of information and expertise for self-help and learning. The iPolicy SecureCare Web Portal contains all published technical information as well as expert knowledge: Product Documentation, Release Notes, FAQs, Alerts and Notifications, Deployment Guides, Tools, Documented Cases, KnowledgeBase, etc. Customers can also enter trouble tickets and track resolution status online.

Furthermore, the iPolicy SecureCare Web Portal provides access to a download server

that hosts software patches, releases and security database updates for download by customers.

#### Software Maintenance

iPolicy Networks believes that customer should always have the best protection and benefit from the latest features. All SecureCare programs include free access to all bug fixes, updates or upgrades, and minor and major releases for all applications that a customer has licensed.

#### Subscription Service

Ensuring the safety of network and information assets is a never-ending task. New vulnerabilities are constantly discovered; new worms and viruses are continually unleashed; new forms of attacks and exploits keep emerging; and undesirable web sites keep appearing. In response, iPolicy Networks maintains ongoing programs to create signatures that recognize new attacks, worms and viruses, and to identify and categorize new URLs. To keep networks safe it is essential to have the latest Security Databases installed on all security appliances. The Subscription Service ensures the latest protection is available in near real-time. This subscription service is included with the SecureCare Service Contract.

#### Hardware Warranty

All iPolicy Networks hardware products are covered with a free 1-year warranty at the time of initial purchase. When customers renew their SecureCare Service Contract, hardware support is extended for the duration of the contract.

**iPolicy SecureCare Program Offerings**

SecureCare	SecureCare Silver	SecureCare Platinum
Technical Support	Live Phone Support 8x5	Live Phone Support 24x7
Software Maintenance	Bug Fixes, Updates, Upgrades, Releases	Bug Fixes, Updates, Upgrades, Releases
Hardware Warranty	Advance Shipment, Next Business Day	Advance Shipment, Next Business Day
Subscription Service	Real-time Security Database Access/Download for Security Modules Licensed (IDS/IPS, URL Classifications)	
Hardware Warranty	Standard Warranty: 1 year	

**Support Upgrade:** A customer who bought the SecureCare Silver program may later upgrade to the SecureCare Platinum program by paying the price differential for the remainder of the current support contract and committing to another full year of support under the new program thereafter.

<b>TECHNICAL SUPPORT</b>	Technical Support is only available to customers who have purchased a SecureCare service contract and have installed a supported software release.
<b>PHONE SUPPORT</b>	Phone support calls are answered by the iPolicy SecureCare engineer or a dispatcher who enters the customer input into the system. A qualified SecureCare engineer will respond within the target time defined by the severity of the incident. 8-hour support is from 9:00 a.m. to 5:00 p.m. local time.
<b>EMAIL SUPPORT</b>	Email is an alternative means for submitting incident information and may include attachments to facilitate resolution. iPolicy Networks targets 1 business day response time for email inquiries, which therefore is not recommended for severity 1 or 2 issues.
<b>SECURECARE WEB PORTAL</b>	The iPolicy SecureCare Web Portal provides 24x7 Web access to KnowledgeBase, Release Notes, Product Documentation, Alerts and Notifications, and FAQs. The SecureCare Web Portal also provides access to software fixes and patches and for real-time download of Security Databases. It also provides the customers ability to open trouble tickets and track resolution status online.
<b>RESPONSE TIME</b>	The response time is the target time for iPolicy Networks to provide a fix, a temporary fix or a plan of action depending on the nature of the problem reported. The response time reflects the severity of the incident as determined by the iPolicy SecureCare engineer during the initial call and is based on the following criteria:  Severity 1: 4 hours Severity 1 means the customer’s service is interrupted, with no workaround available and the interruption is severely impacting business. Severity 2: 8 hours Severity 2 means the equipment failure is impacting business, but a workaround that mitigates impact is available. Severity 3: 24 hours Severity 3 is a minor bug report, meaning the equipment is working but not behaving exactly as designed, resulting in suboptimal performance. Severity 4: 48-72 hours Severity 4 means configuration assistance, information or enhancement request. The equipment is working as designed, but was not correctly configured or it could be improved to better meet the customer’s needs.
<b>SOFTWARE MAINTENANCE</b>	Software maintenance includes all software releases: bug fixes, updates, upgrades, new releases, etc. for all products that customer has licensed. Maintenance excludes new products released under license control, even if some features were previously available in another licensed product.
<b>SUBSCRIPTION SERVICE</b>	Security Subscription Services provide for the ongoing real-time update of security modules’ databases such as IDS/IPS and worm signatures, URL database, etc. for all security modules with a valid license. Subscription services are included in the SecureCare Service Contract. Non-renewal of the Service Contract may cancel the right to use the existing database. Terms are specific to the application/OEM database supplier. Consult your sales representative for more information.
<b>HARDWARE WARRANTY</b>	Standard hardware warranty provides for advanced replacement of DOA equipment and for failed hardware that had been working under normal conditions. The warranty does not cover equipment damaged by mishandling or improper operation due to misconfiguration. The standard hardware warranty is included in the first year and extended hardware support is included in the SecureCare Service Contract renewal.

**Professional Services**

In addition to the SecureCare support programs, iPolicy Networks is pleased to offer customers an array of professional services that include training, on-site installation, security policy definition and implementation, custom report definition, network security tuning, etc. These customs services extend technical assistance beyond standard support and are quoted and billed as separate engagements. For additional information or to receive a quote, contact your iPolicy Networks sales representative or channel partner.



Aim for a Zero-Threat Network

**Corporate Headquarters**

SDF #B-1  
 Noida Special Economic Zone  
 Noida 201305, India.  
 Phone: +91-120-2567001  
 Fax: +91-120-2568681  
 www.ipolycynetworks.com

Copyright 2008 iPolicy Networks - Security Product Division of Tech Mahindra Ltd  
 Information in this document is subject to change without notice.

iPolicy Networks is a registered trademark, and Intrusion Prevention Firewall, Single Pass Architecture, iPolicy Security Manager (ISM) and Security Domain are trademarks of iPolicy Networks - Security Product Division of Tech Mahindra Limited.  
 PDS-2000-6071