

Support Program Overview

24 x 7 TECHNICAL SUPPORT

No matter which WatchGuard network security appliance you buy, your support needs will be covered 24 x 7 by our in-house team of highly trained technical experts.

HARDWARE WARRANTY

WatchGuard’s hardware warranty includes advance hardware replacement to ensure that a replacement appliance is shipped immediately if a fault is identified.

SOFTWARE UPDATES

WatchGuard continually enhances the capabilities of its operating system software and services. Your Support license gives you access to all new releases at no cost.

Product	Standard Support	Gold Support	Platinum Support
Hours Per Day/Days Per Week	24 x 7	24 x 7	24 x 7
Cases Per Year of Service	Unlimited	Unlimited	Unlimited
Targeted Response Time	Live Call – Critical	Live Call – Critical	Live Call – All Phone Cases
	4 Hours – High	1 Hour – High	1 Hour – All Web Cases
	8 Hours – Medium 24 Hours – Low	4 Hours – Medium, Low	All Cases Given Highest Priority
Advance Hardware Replacement	✓	✓	✓
Software Updates and Patches	✓	✓	✓
Technical Account Manager	–	–	✓
Quarterly Account Review	–	–	✓

PROBLEMS SOLVED

At WatchGuard we understand just how important support is when you are trying to secure your network with limited resources. You require greater knowledge and assistance in a world where security is becoming ever more critical and complex, and downtime can spell disaster.

Our Support program gives you the backup you need, starting with an initial subscription that supports you from the moment you activate your WatchGuard appliance.

HOW TO PURCHASE

All WatchGuard products come with a Support subscription. With three support levels available, you have the flexibility to select the level that best suits your business needs. Talk to your reseller for help choosing, or visit www.watchguard.com/support.

SECURITY SIMPLIFIED

Want to see WatchGuard’s commitment to network security in action? Check out *Secplicity*, our InfoSec blog, dedicated to bringing security, IT, and business professionals real-time information about the latest threats and how to cope with them – and in an easily understood and actionable way. We invite you to visit the Secplicity community at www.watchguard.com/secplicity.

BENEFITS

- **Round-the-clock technical support** comes standard with all appliances.
- **Important software updates.** Receive more than just the standard fixes and minor software patches. The Support program delivers feature enhancements, full-rev updates, and new capabilities as long as your Support subscription is active.
- **Platinum level support** allows organizations with complex environments to have personalized service from a Technical Account Manager to help them achieve strategic goals with WatchGuard products.
- **Minimize downtime** in the rare case of a hardware failure. WatchGuard will ship a replacement via pre-paid, next-day airfreight in advance of receiving the returned appliance.
- **You never have to go it alone.** Additional Support offerings include Remote Installation Services.

Additional Support Offerings

The support options listed below are available to customers who have a current WatchGuard Support subscription.

PRIORITY RESPONSE UPGRADE

Support subscribers that experience an issue that requires a priority response can purchase a one-hour Priority Response Upgrade to have a one-time priority response applied to the specific case. Upgraded cases are prioritized in the queue for the first available technician and are typically responded to within minutes of applying the upgrade.

Note: This guarantees a response within a one-hour time frame and not a resolution to the issue being reported. Case resolution time varies depending on the issue. Priority Response Upgrades can be used on any WatchGuard appliance that is covered by an active Support subscription.

PREMIUM 4-HOUR HARDWARE REPLACEMENT (RMA)

All active Support subscriptions include an Advance Hardware Replacement service, which means that WatchGuard will ship a replacement via pre-paid, next-day airfreight in advance of receiving the returned appliance.

Customers with mission-critical requirements that need replacements sooner can purchase the Premium 4-Hour RMA subscription with round-the-clock coverage. With this upgrade, a courier will deliver a replacement appliance on-site from local stocking depots within four hours of RMA approval by WatchGuard Technical Support.

EXPERT HELP

WatchGuard's team of security professionals has the knowledge and experience to help you achieve your network goals. We offer a variety of solutions, including on-site assistance and remote installation services.

- **On-site Installation**

Get assistance from the experts and configure your network securely from the start. Many companies don't have the resources needed to implement comprehensive new network security solutions. WatchGuard professional services consultants can provide comprehensive assistance with the initial setup, configuration, or installation for your WatchGuard product.

- **Remote Installation**

For comprehensive assistance with the initial setup or configuration of your WatchGuard product, you can schedule an appointment for a remote installation service. This fee-based service ensures you have an experienced WatchGuard technician to assist you for up to two hours to review your needs, set up and test your configuration, while educating you on how to optimize performance.

Get details on these Support offerings and more at www.watchguard.com/support.

To find out more, contact your local WatchGuard Sales Rep or [find a reseller](#) near you.