

Lumension[®] Product Line Support Offerings

Technical Support Service

What makes Lumension the #1-selling patch and vulnerability management solution, trusted by customers worldwide to protect their networks?

In addition to our award-winning software, Lumension offers best-in-class customer support. That means you get the help you need, when you need it.

Overview

One of the benefits of choosing Lumension is your peace of mind during and after your implementation. Think of it as an insurance policy. The more you rely on your network infrastructure, the more you'll appreciate Lumension's support. Our world class support is responsive, thorough and always focused on your continued success.

Lumension offers two levels of support to meet the needs of your business. *Lumension*® Standard Support is included in your annual subscription or you can upgrade to *Lumension*® Premium Support to take advantage of benefits like 24x7 assistance and five free Lumension Training LMS seats.

The specific terms and conditions of your level of support shall be delineated in the maintenance and support agreement that you execute with Lumension.

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Lumension Standard Support

Lumension Standard Support is included with your subscription, or with an active maintenance agreement of all Lumension licensed products. You can speak directly to our support representatives and access our comprehensive knowledgebase.

- » 8am to 5pm (in your time zone) local phone support
- » Standard phone queuing
- » Unlimited 1 business day email response
- » 24x7 access to the Lumension Knowledge Base
- » 24x7 access to the Lumension Forums
- » Access to updates and upgrades on licensed products

Lumension Premium Support

Mission critical systems require an even higher level of involvement and understanding. Lumension Premium Support offers all the benefits of Standard Support plus 24x7 access to experienced, senior level support engineers as well as free training.

All Standard Support features plus:

- » 24/5 live technicians
- » Weekend pager with 4 hour response
- » Up to 5 designated callers
- » Accelerated response time for high severity issues (see SLA document)
- » Unlimited 4 business hours email response
- » 2 Remote Health Checks included
- » Up to 5 FREE Lumension training LMS seats
- » Designated Technical Account Manager contact
- » Global Tech Support Coordination
- » Semi-Annual Account Reviews (case history reports, ticket trends & analysis, feature request updates, etc.)
- » 50% discount on up to 5 days of Professional Services for design and implementation services.

Lumension Support Offerings at a Glance

	Standard	Premium
Phone support 8AM – 5PM Local Time	✓	✓
24x7 knowledgebase access	✓	✓
24x7 forum access	✓	✓
Updates and upgrades on licensed products	✓	✓
Email support response time	1 Business Day	4 Business Hours
Accelerated response time for high severity issues		✓
24x5 live telephone support with 4 hour response on weekends		✓
Priority phone queuing with up to 5 designated callers		✓
Health Check (remote)		2 included
Lumension Training Portal		Up to 5 FREE Lumension training LMS seats
Designated Technical Account Manager contact		✓
Semi-annual account reviews		✓
50% discount on up to 5 days of Lumension Professional Services		✓

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Sample Support Schedule

A. Definitions

The following definitions apply to this Schedule:

“Level 1 Support”

A Level 1 Support incident is one that can be resolved by directly applying information contained in the product documentation.

Typically, Level 1 Support involves:

- » assisting the Licensee with registration of product
- » standard installation and implementation support service to enable the Licensee to properly install, configure, and test the product (includes relocation and reinstallation support)
- » using the product documentation to answer technical questions received from a Licensee
- » initial service in response to an Licensee’s initial phone call identifying an error or problem, including logging an incident report, obtaining from the Licensee a description of the problem and verifying its severity
- » if resolution is not possible through normal telephonic consultation, passing the incident report to Lumension Level 2 Support personnel.

“Level 2 Support”

A Level 2 Support incident is one that cannot be resolved by Level 1 methods. It requires an answer that is not published in the product documentation, release notes, technical bulletins, and Lumension knowledge base. Level 2 Support involves a diligent attempt to analyze and recreate the problem, with a goal of solving the Licensee’s problem or to isolate, reproduce, and document an issue to forward to Level 3 Support.

Specifically, Level 2 Support involves:

- » receiving a technical question or incident report from Level 1 Support
- » analyzing technical questions and, if possible, providing a response to the Licensee
- » analyzing the problem symptoms and gathering additional information from the Licensee as required
- » reproducing and attempting to correct the error or problem or determine if the error is due to improper use of the product or problems with related equipment at the Licensee location
- » searching Lumension’s knowledge base for known problems and, where possible, providing the Licensee with a known resolution or circumvention (pending a permanent fix) for a problem
- » if no resolution is available through Level 2, passing the incident report to Lumension for Level 3 Support.
- » distributing work-arounds, solutions, bug-fixes, product upgrades and new releases to the Licensee

“Level 3 Support”

A Level 3 Support incident is one where normal operation (as defined in the product documentation) cannot be established or restored without correcting the product at the code level (there is no work-around or Patch available for the current version of the product.)

Level 3 Support involves:

- » analyzing and responding to technical questions received from Licensee
- » analyzing incident reports that have not been resolved in Level 2 Support and diagnosing the suspected error
- » notifying Level 2 Support if additional information, materials or documentation is required
- » attempting to reproduce any alleged error in the performance of the Product, and where an incident results from an error in the product, making reasonable endeavors to correct, provide a work-around, or provide advice to circumvent the incident to allow continued use of the Information by the Licensee
- » providing to Licensee release notes concerning known problems and associated work-arounds and solutions, other technical bulletins, bug fixes, and, as they are made generally available, all Information upgrades and new releases.

“Severity 1 Problem”

means production system down.

“Severity 2 Problem”

means the Licensee has a problem that impacts the production version of the Licensed Product. The Licensed Product is still operational.

“Severity 3 Problem”

means the Licensee has a non-critical or minor issue with the product.

“Severity 4 Problem”

means the Licensee has a technical question about the product.

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B. Procedures

1. Each Premium support plan shall include up to 5 designated contacts that are entitled to contact Lumension for Premium Support. If a designated contact is replaced, temporarily unavailable, or otherwise inaccessible, then Licensee must notify Lumension by an electronic message that a different contact has been given the authority to contact technical support.

2. Licensee will report issues to Lumension by telephone or e-mail. For the first report of a Severity 1 or Severity 2 problem, Licensee should use the telephone until contact with Lumension Support has been established. Lumension shall then track the reported issue using its technical support database.

3. Lumension shall use commercially reasonable efforts to respond to support requests as follows:

- » **Severity 1:** Emergency: Telephone response or e-mail from Lumension support representative within one business hour (two business hours for Standard). Resolution: Start work immediately and use continuous efforts.
- » **Severity 2:** Critical: Telephone response or e-mail from Lumension support representative within two business hours (four business hours for Standard).

» **Severity 3:** Minimal: Telephone response or e-mail from Lumension support representative within four business hours (one business day for Standard).

» **Severity 4:** Inquiry or Feature Request: Telephone response or email from Lumension support representative within one business day (two business days for Standard).

4. Lumension's Technical Support normal business hours are 8:00 AM to 5:00 PM (in your time zone) local business time, excluding holidays.

» **Telephone Support:** The following procedures are to be followed by Licensee for accessing Lumension technical support.

- Dial 480.970.1025
- Select Option 2
- *Standard customers* - Select Option 2
- *Premium customers* get priority queuing - Select Option 1 and enter PIN #.

» **E-Mail Support:** Lumension will provide 24 hour e-mail access. To send information on problems or questions to the support center, email support@lumension.com. Electronic messages are monitored by Lumension's Level 2/3 Technical Support Staff and will be responded to within one (1) business day for Standard or four (4) business hours for Premium.

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- » **Portal Support:** Lumension will provide 24-hour access to the Lumension Portal, available at portal.lumension.com. Here the Licensee can create trouble tickets and view their own or their organizations tickets to check status, update or close.
- » **Patchlink and Remediation Forum:** (formerly PatchLink) Lumension will provide 24-hour access to the Lumension Forum, available at www.lumensionforums.com.
- » **Lumension Knowledgebase:** Lumension will provide 24-hour access to the Knowledgebase at support.lumension.com. Lumension will electronically notify the Licensee designated contacts of updates to existing or new Knowledgebase Articles.
- » **After normal business hours support:** Premium customers will have 24/5 access to live phone support. On weekends and holidays, Premium customers will be provided with a PIN for after normal business hours support.
 - From Main number, 480.970.1025 select option 2 for Technical Support.
 - Select option 1 for Premium Support with PIN number.
 - Enter PIN number when prompted for account number.
 - Calls will be forwarded to a voice mail and will be responded to within four (4) hours by a Lumension technician.

For more information on Lumension support, download our datasheet, or to enroll in a support program, call us at:

US: phone: +1 480 970 1025 (Option 1)

United Kingdom: + 44 (0) 1908 357 897

Luxembourg: + 352 265 364 11

Singapore: + 65 6725 6415

or email: sales@lumension.com.

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About Lumension

Lumension, a global leader in operational endpoint security, develops, integrates and markets security software solutions that help businesses protect their vital information and manage critical risk across network and endpoint assets.

Lumension enables more than 5,100 customers worldwide to achieve optimal security and IT success by delivering a proven and award-winning solution portfolio that includes Vulnerability Management, Endpoint Protection, Data Protection, and Reporting and Compliance offerings. Lumension is known for providing world-class customer support and services 24x7, 365 days a year.

Headquartered in Scottsdale, Arizona, Lumension has operations worldwide, including Virginia, Florida, Luxembourg, the United Kingdom, Spain, Australia, India, Hong Kong and Singapore. Lumension: IT Secured. Success Optimized. More information can be found at www.lumension.com.



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