

# TECHNICAL SUPPORT AND MAINTENANCE

## INTRODUCTION

RedSeal offers robust support and maintenance services to complement its cybersecurity analytics platform. Our Customer Service Engineers are dedicated to assisting you throughout the stages of your RedSeal deployment: from installation, through creating your network model, developing initial use cases, advanced deployment, and ultimately operationalizing RedSeal as a strategic solution for your evolving network. Our professionals have years of experience in both networking and security technology, so they can ensure that RedSeal is smoothly integrated into your network and security infrastructure.

## WARRANTIES

RedSeal warrants its software for 90 days and its hardware appliance for one year, including free repair or replacement. After the first year, a hardware support service is available as an option with your Software Support (see below for details).

## SOFTWARE SUPPORT SERVICES

RedSeal's support programs are tailored to the needs of our clients. The programs are priced based on the number of licenses you've purchased – for Layer 3 devices and Layer 2 switches. One price covers support for as many incidences of RedSeal's platform as you need, as long as all of them are working with the same devices.

### Basic Software Maintenance

- Software updates
- 24 hour access to the RedSeal Support Portal where you'll find product documentation, weekly Threat Reference Library updates, as well as training materials and videos
- 12 X 5 phone and email access to the RedSeal Customer Service team
- Initial response from a Customer Service Engineer within four hours

### Premium Software Maintenance

- Software updates
- 24 hour access to the RedSeal Support Portal where you'll find product documentation, weekly Threat Reference Library updates, as well as training materials and videos
- 24 X 7 phone and email access to the RedSeal Customer Service team
- Initial response from a Customer Service Engineer within one hour
- Technical escalations for critical issues

## HARDWARE SUPPORT SERVICES (RedSeal physical appliance)

- One-year warranty includes free repair or replacement
- With Basic software maintenance, replacement of defective hardware within five days
- With Premium software maintenance, replacement of defective hardware within two days