



CUSTOMER SUPPORT PROGRAM

Key Highlights

Support Channels

- 1-800 Number
- E-Mail
- Web

Hardware Replacement

- Disk Drives
- System Chassis

Software Support

- Firewall
- SSL VPN
- Thin-Client
- Two-Factor Tokens

Remote Monitoring

- System Events
- Hardware Status
- Trend Reports
- Availability

Comprehensive coverage of the entire SSL VPN solution

An AccessAnywhere appliance includes everything an organization needs to implement a complete SSL-based remote access solution: a firewall, strong two-factor authentication, an SSL tunnel, thin client execution service for direct access to non-web enabled applications and a secure, resilient hardware platform.

One-Stop Support

Caveo's Customer Support Program backs up the comprehensive AccessAnywhere solution with a comprehensive support offering. In addition to industry standard hardware and software support for the core SSL VPN functionality, Caveo's Customer Support Program supports all elements of the solutions, even the firewall, and RSA ACE/Server and SecurID tokens.

System Monitoring

With permission from the customer Caveo will monitor the AccessAnywhere Platform and provide notifications to the customer in the following areas:

- Track system events and provide alerts based on predetermined thresholds
- Monitor for key hardware failures, and provide proactive notification
- Report on performance and utilization trends
- Track and report on system availability

Software Support

Caveo's highly skilled support staff will work with authorized customer contacts to identify and resolve problems in the software in the AccessAnywhere Platform. In addition to reactive support Caveo also provides the following services as part of the AccessAnywhere Customer Support Program:

- Notifications of critical patches and/or upcoming platform updates.
- Download or flash update of updates and patches
- Online Knowledge Base and Support Forums available 7x24

Hardware Support

The AccessAnywhere Platform is designed to ensure the highest degree of service continuity, however, in the unlikely event there is a disruption AccessAnywhere has been designed to minimize the impact. Through the use of redundant, mirrored disk drives, Advanced Lights-Out Monitoring, portable System Configuration Cards, and our Enhanced Redundancy Platform, even component failures can be rapidly remedied, often without system downtime. As it relates to hardware, there are only two field replaceable components, a disk drive, and the system chassis, (and power supplies in the Enhanced Redundancy Platform). The customer can easily change either of these components without the need for tools or opening the system enclosure.

The following tables outline the features of Caveo's Customer Support Program.

Caveo AccessAnywhere Support Details: Basic Support (Small Business Edition ONLY)		
Feature	Details	
System Monitoring	No	
Hardware Replacement	Return to Depot	
Patch and Update Notification	Yes	
Online Knowledge Base	Yes	
Support Forums	Yes	
Incidents	5 (additional incident packs are also available)	
Telephone and Email	8 AM to 8 PM EST	
Customer Contacts	1 authorized contact	
Service Levels	High Severity:	4 hour response
	Medium Severity:	8 hour response
	Low Severity:	48 hour response

Caveo AccessAnywhere Support Details: Standard Support		
Feature	Details	
System Monitoring	Yes (7 x 24)	
Hardware Replacement	RMA, Second Business Day	
Patch and Update Notification	Yes	
Online Knowledge Base	Yes	
Support Forums	Yes	
Incidents	Unlimited	
Telephone and Email	8 AM to 8 PM EST	
Customer Contacts	2 authorized contacts	
Service Levels	High Severity:	4 hour response, daily updates
	Medium Severity:	8 hour response
	Low Severity:	24 hour response

Caveo AccessAnywhere Support Details: Premium Support¹		
Feature	Details	
System Monitoring	Yes (7 x 24)	
Hardware Replacement	RMA, Next Business Day	
Patch and Update Notification	Yes	
Online Knowledge Base	Yes	
Support Forums	Yes	
Incidents	Unlimited	
Telephone and Email	7 x 24 (Priority 1 Only)	
Customer Contacts	4 authorized contacts	
Service Levels	High Severity:	2 hour response, daily updates
	Medium Severity:	8 hour response
	Low Severity:	24 hour response

¹ Available Q2/04