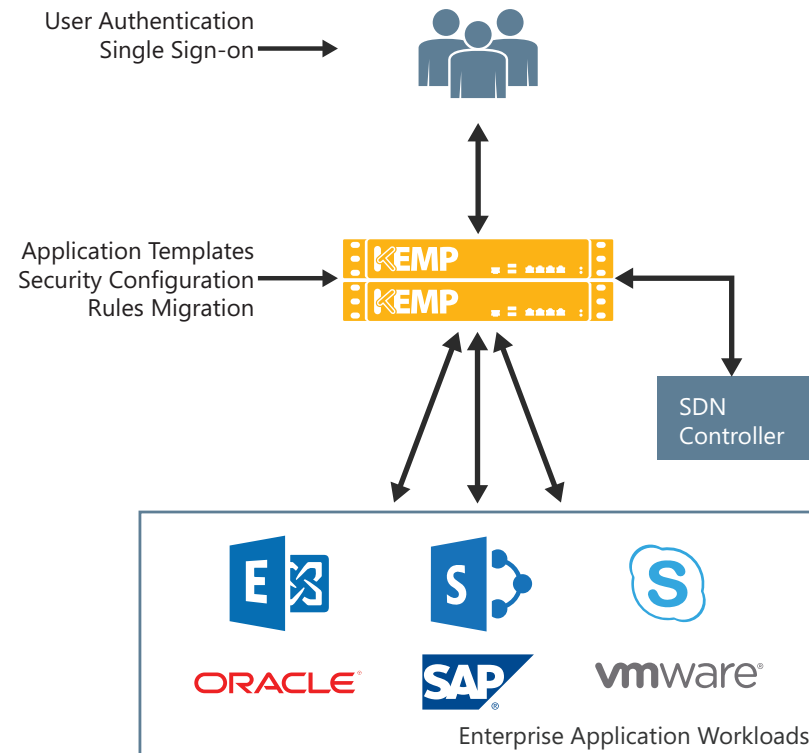


## Support from KEMP Technologies

Data Sheet



### End-to-end support for business critical Workloads

The LoadMaster™ family improves the availability, security and performance of a wide variety of applications. Coupled with KEMP's range of support services, customers can expect high levels of satisfaction when deploying LoadMasters in their environment.

Since 2000, KEMP's network engineers and technical professionals have been providing expert infrastructure support for customers ranging from small and medium businesses to Fortune 100 enterprises.

KEMP's support team includes Microsoft certified professionals for Exchange, SharePoint and Skype for Business plus VMware certified professionals and general networking and high availability experts.

With over 30,000 deployments, KEMP's support expertise covers a wide range of design configurations and system complexities. Whether you are deploying an appliance, virtual or cloud-based LoadMaster, our engineers work to make sure you get the most value from your investment in KEMP.

With LoadMaster at the heart of your application delivery network, support from KEMP Technologies can help you control user access, secure and optimize a wide range of workloads and ensure compliance with service level agreements and regulations such as PCI (Payment Card Industry) Security Standards.

As a TSANet member, KEMP experts can liaise with their counterparts in partner organizations to help resolve network-wide and system level problems.

FEATURE	BENEFIT
Worldwide Capability	24x7 support in a range of local languages
Range of offerings	Meets a range of business needs from basic support to advanced consulting services
Application expertise	Shortens time-to-market for new services
Networking skills	Ensures successful deployment in the latest high speed, software defined networks
Security	Able to configure and customize advanced protection for users and applications
Migration Services	Saves cost by moving away from outdated and complex to maintain products
Monitoring	Captures data for optimization, troubleshooting and capacity planning
Remote Configuration Services	Takes time and risk out of complex mission-critical deployments
Online tools and resources	Speeds deployment and simplifies administrative tasks

# Support from KEMP Technologies

Data Sheet

## Technical Support Plans

### Premium Plus Support<sup>‡</sup>

- Tier 3 Phone Support
- Remote Configuration Services
- Advanced Content Rule Support
- Support Manager Queue Alerting
- Hardware Refresh Included
- Free VLM-200 included in purchase
- 4hr onsite replacement with engineer

### Premium Support<sup>§</sup>

- 24x7 Support Availability
- Priority Phone Support
- Advance Replacement

### Basic Support<sup>\*§</sup>

- 1 Hour initial Response SLA
- 5x10 Support Availability
- Phone, email and online support
- Software Updates
- Access to library of Application Templates
- Access to KEMP Knowledge Base
- Support and Security Announcements
- Basic Content Rule Support

### Notes:

‡ Premium Plus Service availability varies by location. Hardware refresh available at the end of a 3-year Premium Plus support subscription with the purchase of an additional 3-year renewal.

§ Advanced content rule support and Remote Configuration Services are available as a paid add-on service at any support level.