kemp

Customer Support Service

STANDARD

ENTERPRISE

ENTERPRISE +

Professional Services

Kemp Professional Services greatly simplify and accelerate application delivery deployments in a wide range of scenarios including cloud migration and implementation of highly available services. It ensures correct implementation and ongoing quality of service by applying best practices and by drawing on the expertise of the Kemp engineers in a wide range of workload scenarios.

Rule Migration

Kemp is all about offering customers options. We know that both requirements and environments change. To support these dynamic needs Kemp's expert support team offers customers assistance in migrating rules and scripts to their new load balancing and application firewall platform.

Outstanding Services

Support Industry Average	Kemp Support Average
83% Customer Satisfaction	**97%** Customer Satisfaction
2.1hrs First Response Time	<1hrs First Response Time

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

With experience in over 40,000 customer deployments our support team has deep technical knowledge across Kemp's product suite. Their experience dealing with commonly deployed enterprise applications complement our partner offerings and enhances their ability to deliver a tailored and personalized service.

Our support team includes professionals certified in Microsoft Exchange, Skype for Business,

Support Plan Comparison

Support Plan	Standard	Enterprise	Enterprise +
1 Hour Initial Response SLA	✓	✓	✓
10 x 5 Support Availability	✓	✓	✓
Phone Support	✓	✓	✓
Email Support	✓	✓	✓
Online Support	✓	✓	✓
Software Updates	✓	✓	✓
Access to Application Templates	✓	✓	✓
Knowledge Base Access	✓	✓	✓
Support/Security Announcements	✓	✓	✓
Basic Content Rule Support	✓	✓	✓
Priority Phone Support		✓	✓
24 x 7 Support Availability		✓	✓
Advance Hardware Replacement		✓	✓
Tier 3 Phone Support			✓
4 hour Delivery			✓
Delivery with a Technician			✓
Advanced Content Rule Support*			✓
Professional Services ‡	Option	Option	Express
Support Manager Queue Alerting			✓
Free VLM-200 Included with Purchase			✓

Service availability varies by location. Speak with your local Kemp authorized reseller for more details.

* Advanced content rule support is available as a paid add-on service at any support level.

‡ Professional Services are available as a paid add-on at any support level. Professional Services Express included with Premium Plus