

Clearswift Support Has You Covered

Serving the customer, making the technology work



The Clearswift support team is dedicated to optimizing the success of our clients and attaining the highest levels of clients satisfaction.

You can expect a swift response from a professional support organization that is available 24 hours a day, 7 days a week. We use globally recognized best practice to deliver support that consistently meets or exceeds clients expectations.

Core deliverables

Our core deliverables to you are:

- 24x7 worldwide telephone and email support
- Extensive web-based self-service capabilities (e.g. support portal, knowledge base and user forums)
- Knowledgeable, culturally appropriate support professionals
- Proactive and preventative support methodology, based upon globally recognized best practice
- Support tailored to meet your unique requirements
- Complete visibility of the service we provide and the feedback we receive

Supporting your needs

We offer a variety of support tiers that allow you to choose the service that is suitable for your organization's needs. All of our support offerings ensure that you get the level of service that you expect from your Clearswift solutions.

Our support process and methodology is governed by Information Technology Infrastructure Library (ITIL), globally recognized best practice guidelines, ensuring quality in the service we deliver to you.

Every supported client is entitled to our standard 24x7 support offering, delivered via telephone, email and our web portal. This highly reactive and responsive service allows us to take immediate ownership of any reported issues, providing you with full visibility of progress and status throughout the lifecycle of the incident. Our highly trained and experienced technical support engineers are located strategically around the world and offer response times as rapid as just one elapsed hour.

Core commitments

Availability at all hours with local presence.

Recognised **best practice**, driving the quality of our service delivery.

Openness, a core Clearswift value, driving complete visibility of both the service that we provide and the feedback that we receive.

Customer testimonials

'My call to Clearswift Support was answered promptly by an engineer who clearly had excellent knowledge...this led to the issue being diagnosed and resolved very quickly... 5 star support!'

'Excellent service, problem solved at first point of contact... very impressive overall.'

'From first call to resolution, the best support experience I have had for a long time!'

Clearswift Support

Standard Support

Along with the expected product updates, your support includes subscriptions to live service feeds that will keep your organization protected from the latest threats. Depending on the product, these include anti-virus, anti-spyware, anti-spam updates and the latest filter information from Clearswift's world-leading URL database.

You'll be entitled to two registered technical contacts per licensed instance of your Clearswift solutions. These contacts can raise support incidents with our support engineers and they'll also benefit from full access to our extensive, searchable knowledge base. This valuable and detailed resource gives you access to hundreds of solutions, information on hot topics and recommendations on best practice.

Standard Plus

The standard plus support offering is designed for clients with fewer than 2,000 users who want to take advantage of the proactive alerting functionality built into the Clearswift Gateways.

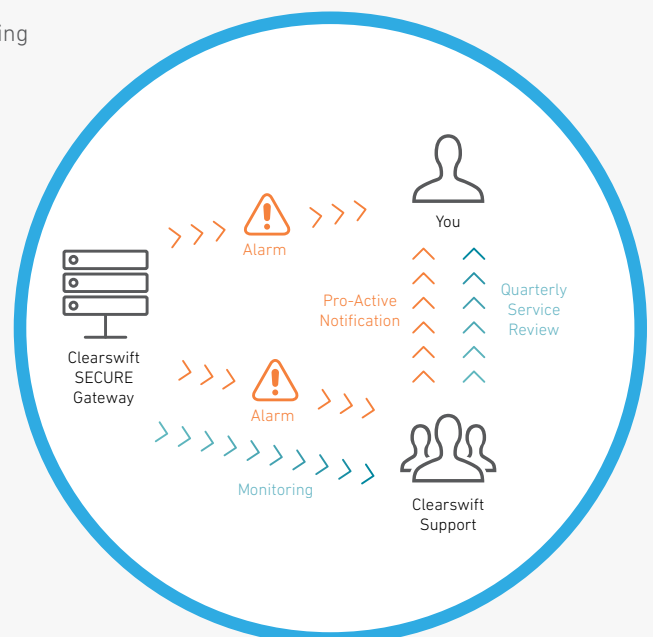
This functionality offers you faster problem resolution by automatically submitting alarms back to the Clearswift incident management system to create new cases. These cases will be automatically assigned to a support engineer and they'll contact you to resolve the issue, with a targeted response time of 30 minutes during normal working hours.

Advanced Support

Our advanced support offering is ideal for client that require a more proactive level of service. In addition to the many benefits included in our standard support offering, you'll benefit from:

- A single point of contact for fast-track escalation, ensuring that critical issues are resolved promptly and to your satisfaction
- Proactive system monitoring and exception reporting
- An annual health check, evaluating your current operations and providing you with recommendations for improvement
- Quarterly remote reviews of your service history and usage trends to identify where additional resources may be necessary
- Briefings on forthcoming releases and how you can best implement new functionality
- An additional technical contact per licensed instance of your Clearswift solutions

Our proactive system monitoring service makes use of the call home functionality of our products to allow us to remotely monitor key performance metrics on your system. In the event that an alarm is raised, we'll contact you in order to resolve the issue.



Clearswift Support

Key alarms will automatically generate high priority support incidents that we aim to respond to within 30 minutes.

Examples of these alarms are:

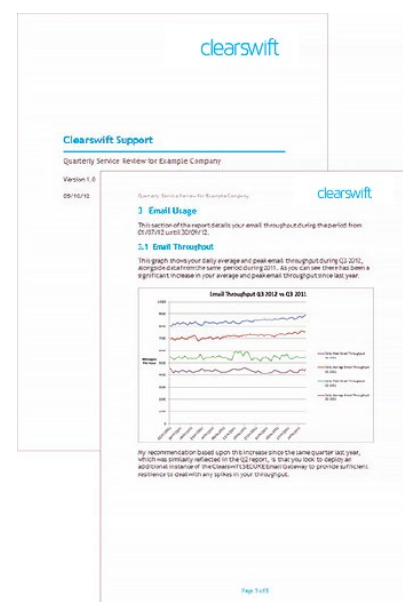
- Anti-virus service has failed
- Disk space is critical/low
- Memory is critical/low
- SMTP inbound/outbound service has failed
- SQL database has failed
- URL database cannot be loaded

Less critical alarms will also automatically generate support incidents and these will be dealt with according to our standard response timeframes. Examples of these alarms are:

- CPU usage is high for an extended period
- Download of an update has failed
- LDAP synchronization service has failed
- Update has failed
- URL database is out of date

Our ability to remotely monitor key performance metrics on your system allows us to provide our advanced and premium support clients with quarterly trend reports. These reports allow you to measure performance and usage over time so that you can predict when you might need to add additional resources to cope with increasing Internet or email throughput. The quarterly trend reports will provide you with information on such things as:

- Mail flow
- Internet traffic
- Hard disk usage
- Database size



Premium Support

As a premium support client, you'll receive unmatched levels of assistance. Our premium service builds on the standard and advanced offerings, providing you with a personalized, high value service through a Support Account Manager (SAM). Your SAM is available to you for fast-track escalation and will engage with you regularly through:

- An annual health check, evaluating your current operations and providing you with recommendations for improvement
- Two on-site support days for problem resolution, system evaluation and knowledge transfer
- Quarterly service history reviews and documented critical incident reports
- Discussions on best practice and compliance requirements
- Briefings on forthcoming releases
- Bespoke roadmap briefings

We'll also maintain a dedicated support environment that replicates your current content security policy, which will help to ensure faster resolution of any support incidents.

Support at a Glance

Description	Standard	Standard Plus	Advanced	Premium
Support access via phone, web portal and email	✓	✓	✓	✓
24x7 support (excluding 6 stated public holidays)	✓	✓	✓	✓
24x7 access to the Clearswift Support Portal knowledge base	✓	✓	✓	✓
2 registered technical contacts per licensed instance	✓	✓	✓	✓
Access to new version upgrade releases	✓	✓	✓	✓
Automated maintenance release updates	✓	✓	✓	✓
Defined service level targets for incident response and resolution	✓	✓	✓	✓
Proactive communications (forums and RSS service feeds)	✓	✓	✓	✓
Proactive system monitoring and exception reporting	✗	✓	✓	✓
Named contact for fast-track escalation and service reporting	✗	✗	✓	✓
Annual system health check	✗	✗	✓	✓
Quarterly service reviews (telephone)	✗	✗	✓	✓
1 additional technical contact per licensed instance	✗	✗	✓	✓
Assigned Support Account Manager (SAM)	✗	✗	✗	✓
2 dedicated support days (on-site)	✗	✗	✗	✓
Quarterly service history reviews (on-site)	✗	✗	✗	✓
Best practice policy, modifications and compliance recommendations	✗	✗	✗	✓
Bespoke roadmap and release briefings	✗	✗	✗	✓
Dedicated support infrastructure replicating your content security policy	✗	✗	✗	✓
Documented critical incident reports	✗	✗	✗	✓

Clearswift Professional Services

Maximizing business value post deployment

At Clearswift, we recognize that there will be times when you'll need expert knowledge to help with the deployment, upgrade, or migration of our products. We can also conduct periodic health checks, or provide consultation around business process change in existing solutions. The range of service packages we offer has been designed to ensure that you get the maximum value from your investment in Clearswift solutions.

All of our service packages can be tailored to meet the specific requirements of your organization.

Installation

Our team of certified engineers will ensure that your Clearswift solutions are optimally deployed and configured to meet your specific organizational requirements. We'll also make sure that your operational team is completely familiar with the product to ensure that you are ready to take advantage of the solution.

Policy definition

Whatever your data protection requirements, our team of certified engineers will design and implement a policy that meets all of your needs. We'll work with key stakeholders within your organization to design a content security policy that meets your unique data protection requirements.

Policy migration

Our team of certified engineers will make your transition from MIMESweeper for SMTP to the Clearswift SECURE Email Gateway simple and straightforward. We'll review your existing content security policy, transfer the appropriate components into the Email Gateway format and make recommendations for future improvements.

Upgrade

Clearswift's range of solutions is constantly evolving to meet your needs. You want to ensure that you are taking advantage of any new functionality, but upgrading between major releases can often raise operational questions and issues. Our team of certified engineers will ensure that your upgrade is planned and executed effectively, with full user sign off for production deployment.

Health check

Our team of certified engineers will review your Clearswift deployment to ensure that it's optimally configured, and recommend how your content security policy can be amended to meet the changing needs of your organization.

Training

At Clearswift, we provide worldwide training for users, administrators, engineers and consultants working with our solutions. The training courses we offer have been designed to ensure that you get the maximum value from your investment in Clearswift solutions.

Clearswift is trusted by organisations across the globe for advanced content threat protection and the highest level of defence against breaches through today's digital communication channels. Our technology supports a straightforward and 'adaptive' data loss prevention solution that gives teams the freedom to securely collaborate, whilst providing information security personnel with visibility and control of sensitive information flow.

Over 70% of Clearswift clients operate within critical national infrastructure, including defence conglomerates, government agencies and financial institutions, all of which demand the most advanced cyber threat prevention and information security solutions. Working closely with these clients over two decades has enabled Clearswift to gain a clear understanding of the cyber challenges they face, keep abreast of their evolving threatscape, and support compliance with the complex regulatory environment within which they operate.

Our united approach to working with clients has ultimately driven the specialised development of the award winning Clearswift product portfolio which is backed up with a superior 24/7 customer and partner support service, and an extensive channel partner network across the globe.

To learn more about Clearswift, visit www.clearswift.com.

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