



NetXGATE Support Plans

A simple approach to comprehensive support-

At NetXGATE , we understand that support needs to be comprehensive and aligned to the needs of your organization. We also believe it should be simple , easy to use and language (हिंदी or English) in which you understand . NetXGATE is committed to delivering a high-quality customer experience.

Highlights

- 24/7 Multi-channel Support provided by NetXGATE
- Automatic software downloads and updates
- For NG product , advanced hardware replacement for as long as your NetXCARE is active
- Comprehensive suite of services built to match your organizational needs
- Premium services that include personalized support

NetXGATE Support provides a variety of plans to meet your organization's needs

At NetXGATE, we build products that are simple yet comprehensive—we take the same approach with our support. With options that range from basic technical support to those that include direct access to senior support engineers and customized delivery, NetXGATE has a plan to fit your organization's needs.

We take a personalized approach to support—meaning you can choose the options that are right for you. You'll get help when installing, configuring upgrading, consultancy, security analysis, troubleshooting and basic Training our products and resolving any technical issues.

NetXGATE Guidelines and policies

NetXGATE provides unlimited telephone and Web-based support, software/firmware updates and upgrades, and hardware replacement (RMA) for units with an active support agreement or covered under the warranty support period. NG products include one (1) year of hardware and Software warranty by default with new purchase.

Personalized support designed for customers and partners with critical needs

Via our Enhanced Support plan and you'll gain a number of other benefits as well. Additional features include direct access to senior technical resources and Focused Technical Support .It provides a named engineering resource to support your enterprise account. He will know and understand your environment, policies and IT objectives to bring you fast technical resolution when you need support.

Protecting your investment with advanced RMA and extended warranty

Your warranty on our hardware appliances will be extended as long as you are continuously active on your support plan. We also offer advanced RMA replacement for all support plan holders.

Guideline

All NetXGATE partners have access to Enhanced support at no cost.

NetXGATE Support Plans

No matter which plan you select, you will experience the highest level of service on the market. Our mission is to minimize business disruption, maximize protection, and increase the value of your investment with the appropriate level of customer and partner support.

Support level	Standard	Enhanced
Support Level	8x5 (for non-critical environments)	24x7 (for business-critical environments)
Software downloads, updates, and maintenance	✓	✓
Access to support knowledgebase and Support forums	✓	✓
Warranty (Appliances only)	Warranty valid as long as support contract active (5+ year EOL)	Warranty valid as long as support contract active (5+ year EOL)
Hardware replacement (Appliances only)	Back to Bench	Advance replacement - NBD
Remote assistance support	✓	✓
Remote consulting	Any time while contract is active**	Any time while contract is active
Priority case and sample handling	✓	✓
Dedicated Technical Manager	✓	✓
Personalized communications and alerts	✓	✓
Performance and feature optimization	✓	✓
Enhanced escalation	✓	✓
Emergency On-site Support	***	✓

* *By Default , Standard Support is available for All NetXGATE NG UTM | NGFW I products .*

** *Free remote consulting hours provided is based on the NetXGATE product you have purchased. Remote consulting hours range from 5 to 8 per year while the contract is active .*

Email support: Our Technical specialists are always available for assistance via email. You can reach our support by sending an email to support@netxgate.com. Please make sure you mention the serial number or System Id of the device for the support.

Telephone/ Remote support: Direct technical support is available to assist you with NetXGATE's Next Generation Firewall. If you're facing any critical or time sensitive issue, our team of experts are always available for support and assistance. Our support engineers are experienced on NetXGATE Next Generation appliance, and are just a phone call away so you can be assured of the very best assistance from people who really care. Support No- +91- 9891412158

*****Emergency On-Site support:** It is available for Netx NG Appliances either under Enhanced support or for business-critical environments and is provided in cases when both NetXCARE team or Partner / Customer conclude that the only way to Advance a case is through on-site resolution.

“With NetXGATE’ consistent support , we know we can pick up the phone anytime and speak immediately to a knowledgeable NetXCARE expert.”

Rana Debnath , Motorola Solutions , India