

CROSSBEAM TECHNICAL SUPPORT

BENEFITS:

- Rapid service resolution with direct access to expert certified engineers
- Accelerate time to innocence, with single ticket resolution, including the applications
- Increased confidence with our global "follow the sun" support operation
- Rapid mean time to repair with our managed spares program

SUPPORT YOU CAN TRUST

At Crossbeam we understand our customers expect unwavering confidence in their product infrastructure and vendor support organization. We believe success starts and ends with exceeding customer expectations. That's why you'll find a certified Crossbeam engineer on the phone every time you place a support call. 24 hours a day, 365 days a year.

PREMIUM DIRECT SUPPORT

Our customers demand premium levels of support to protect their business continuity and brand. We don't offer basic support. Our support offerings start with Premium Direct and include everything from 24/7 phone, email and web support, as well as next day advanced hardware replacement for any part of the platform. Customers get access to a comprehensive support portal that contains bulletins, technical documents, knowledge base, case management and software updates/upgrades.

ULTRA DIRECT SUPPORT

Maximizing security is one of the reasons customers purchase the Crossbeam platform. The ability to add any best-in-class security application onto the X-Series makes for a more confident business. For customers who want a single-ticket one-stop support for both the X-Series and applications, we developed Ultra support. Available for all Premium Direct support customers and added to only the APM blades, Ultra Direct provides absolute peace of mind that support issues can be resolved with one phone call. See table # on the page 2 (insert table number here) for supported applications.

MANAGED SPARES PROGRAM

Crossbeam support is global, proactive and responsive with advanced hardware replacement to minimize service disruption. However, for those customers who need the fastest possible service resolution, Crossbeam introduced the managed spares program.

Crossbeam's On-Site Spares support is an additional service for Crossbeam Premium support customers. This service allows you to have additional equipment, whether it be a spare chassis, NPM, APM or CPM, on hand at all times without purchasing the equipment. Keep the hardware component on-site and lease it from Crossbeam. No waiting for it to ship from a remote depot. Crossbeam manages the inventory for you and the rented spares are managed as part of your support agreement. If a problem arises, contact us to diagnose the problem and if need be, swap out the defective part for the spare unit you have on site.

ULTRA DIRECT SUPPORT:

	Contracts Required	Applications Supported	Applications Excluded
Check Point	Current Check Point Software Technologies support agreement and a Crossbeam PremiumDirect Technical Support agreement	Check Point Software Technologies VPN-1 Power, VPN-1 Power VSX, Fire-Wall-1 GX on Crossbeam's Application Processor Module	Check Point Provider -1 and Smart Center Server
Sourcefire	Current Sourcefire support agreement and a Crossbeam PremiumDirect Technical Support agreement	Sourcefire 3D Sensor, Sourcefire IPS, Sourcefire IDS, Sourcefire RNA	Sourcefire Defense Center, Sourcefire RNA, Sourcefire Netflow Analysis, Sourcefire Intrusion Agent.
Imperva	Current Imperva support agreement and a Crossbeam PremiumDirect Technical Support agreement	Imperva SecureSphere 2.0, Imperva Data Security Suite	Imperva Management Server, SecureSphere 7.0 Web Application Firewall

ABOUT CROSSBEAM

We improve the sophisticated networks of enterprises, government agencies, and service providers by architecting platforms that are more adaptable, high-performing, reliable, and secure.