

Partner Branded Support (PAR)

Service Description

Connect Now Partners of Pulse Secure that meet specific requirements are able to join the Support Now Partner Program, that allows them to sell Partner Branded Support (PAR skus). This program validates that the partner can provide level zero to level two technical support. The partners in the Support Now Program, that sell PAR Support and are responsible for providing support to their end customer.

Customers who have purchased Partner Branded Support (PAR skus) will contact their partner when they need to open a support case instead of contacting Pulse Secure. The Support Now Partner will resolve the customer's case, and if necessary, the Support Now Partner will escalate the case to Pulse Secure Support on behalf of the customer.

Pulse Secure Support will refer Customers who have purchased Partner Branded Support to their respective Support Now Partner.

Key Features and Deliverables

The Support Now Partner will deliver the following services:

- **Level 0**
Receiving incoming service requests from customers by phone or by web
- **Level 1**
Providing technical assistance for questions, configuration assistance, and basic troubleshooting of client side, network, and server side issues
- **Level 2**
Review customer logs and provide advanced troubleshooting and resolution of complex client side, network, and server side issues
- **Level 3– Escalation to Pulse Secure**
Escalate software bugs and other complex issues that the Partner's level 2 support team is unable to resolve to Pulse Secure escalation team. Pulse Secure Support will then step in to address the customer concern

Customer Responsibility

Customers that purchase Partner Branded Support must contact their partner to open a case. Customers should provide logs and other information requested by the partner for the resolution of the issue reported. In addition, customers should work with the partner until the issue is resolved.

If necessary, the partner will initiate an escalation to Pulse Secure on behalf of the customer and will work with Pulse Secure until the escalation is solved. The customer does not need to contact Pulse Secure at anytime during the resolution of their case.

Ordering Information

For ordering information, please contact your local Pulse Secure Partner or Pulse Secure field sales manager.