

# Platinum Support Services

## Service Overview

Platinum Support provides customers with priority handling of service requests and direct access to our technical expert team. As a Platinum Support customer, you can purchase a Support Account Manager (SAM) add-on and get a designated Service Account Manager who can be your single point of contact for Pulse Secure support.

Pulse Secure SAMs are trusted support advisors who can expedite the resolution of support issues and provide recommendations that can help you prevent problems. As a Platinum Support customer, you also get Return To Factory (RTF) hardware replacement option, skip tier support, and Escalate Now service to help you resolve issues faster. Platinum support also includes proactive threat notifications, Quarter Business Reports, and other flexible options tailored to meet your support needs.

## Service Description

Pulse Secure Platinum Support provides reliable 24x7x365 support, Online Support, and E-Learning.

Pulse Secure Platinum Support includes 30-minute response time for P1 issues, skip-tier support services, access to software releases, software updates, Return To Factory RMA service, and notifications for security vulnerabilities. You also get Maintenance Window coverage to assist your team during complex maintenance operations and to minimize down time and errors during system maintenance. As a Platinum Support customer, you get unlimited access to our Knowledge Base systems, forums, and technical publication library that you can use for self-service or for training your team on Pulse Secure products.

## Key Benefits

- Resolves support issues faster with priority case handling
- Increases the efficiency of your operational team by leveraging our cutting-edge case management tool that dynamically searches our knowledge base and provides solution to common issues in real time.
- Lowers operational expenses by using Proactive Notifications, KB system, and Maintenance Window coverage to reduce the time needed for problem identification, troubleshooting, and solution implementation..
- Improve system availability with regular maintenance releases and new software releases that enable your deployment to be current and compatible with latest Operating Systems and business applications for desktops and mobile devices.
- Protect your business and customers by receiving regular notifications with actionable information on security vulnerabilities and their fixes to help you reduce your exposure to vulnerabilities and to minimize risk.

## Key Features and Components

**Table 1: Key Features of Platinum Support**

Feature	Description	Benefit
<b>Technical support</b>	Gain access to 24x7x365 Pulse Secure Global Support Center engineers, software updates, online access to our knowledge base, online tools, and hardware replacement options.	Tailor a comprehensive range of post-deployment technical support plans to meet the specific requirements of your network environment.
<b>Skip Tier Support</b>	Skip Tier Support allows your technical contact to skip Pulse Secure's levels 1 support team when submitting a support cases. Cases submitted by customers with Skip Tier Support will be handled by Pulse Secure's support engineers at level 2 or higher.	Faster issue resolution
<b>Effective incident management and Root Cause Analysis</b>	Work with our support team to quickly detect the root cause of issues, troubleshoot, analyze possible solutions, and create a root cause analysis that provides actionable insights on the issue with corrective actions to prevent any future occurrence.	Reduced down times with faster issue resolution and valuable insight that helps to increase overall system availability
<b>Inventory management assistance</b>	Use our industry leading CRM tool to collect and record the most up-to-date device inventory information on your install base including device name, software version, platform, serial number, and contract details.	Effective management of your install base leading to continuous coverage and increased productivity for your users.
<b>Targeted proactive bug and security vulnerability notifications</b>	Get pro-active notifications on bugs and security vulnerabilities using our Security Advisory notifications and Product notifications that deliver valuable notifications for critical and major product bugs that may impact your network.	Proactive notifications help reduce the time spent by your operations manager for bug review and provide actionable information to help prevent down time due to software bug or security vulnerability.
<b>Quarterly Business Review</b>	Quarterly Business Review provides insights on End User-specific product and service performance metrics such as cases, problem reports/bugs, Return Materials Authorizations (RMAs), related trends, and Services activities planned for the next quarter. Operational review meeting frequency to be set between End User and Service Manager (maximum 4 per year)	Effective management of your install base leading to continuous coverage and increased productivity for your users
<b>Product Issue Impact</b>	Get an annual report that provides the potential impact of known software bugs to your deployment.	Effective risk management for your install base. Helps you detect and solve issues

## Gold and Platinum Support Tiers

Component	Gold	Platinum (250+ Users)
Online Knowledge Base/ Documentation / Forums	✓	✓
Online Portal Access	✓	✓
Email & Web Support	✓	✓
Global Support Center Access	24x7x365	24x7x365
Maintenance Window Coverage	✓	✓
In-depth Root Cause Analysis	✓	✓
Software Releases & Updates	✓	✓
Support Notifications	✓	✓
E-Learning	✓	✓
Escalate Now	-	✓
Quarterly and Annual Business Reviews	-	✓
Skip Tier Support (Expert to Expert)	-	✓
Health Check Analysis	-	✓
Support Upgrade Recommendation	-	✓
Product Issues Impact Review	Optional Add-on	✓
Targeted Response Times (Priority 1/2/3)	✓	✓
- Priority 1	1 hour	30 minutes
- Priority 2	1 hour	1 hour
- Priority 3	8 hours	4 hours
Resident Engineer	-	Optional Add-on
US Citizen Support	-	Optional Add-on
Support Account Manager	-	Optional Add-on
Keep Your Hard Drive Service	Optional Add-on	Optional Add-on

# Hardware Replacement Options

	Return to Factory	Same Day	Same Day Onsite Tech	Next Day	Next Day Onsite Tech
Advanced Replacement		✓	✓	✓	✓
Pulse Secure Pays Shipping costs		✓	✓	✓	✓
10 days to return defective parts	✓	✓	✓	✓	✓
Next Business Day Delivery				✓	✓
Same Day Delivery		✓	✓		
Onsite Technician			✓		✓

## Service Level Agreement (SLA):

**Same Day:** 4 hours parts delivery - 7 days a week 24/7 (Including Holidays)

**Next Business Day (NBD):** 5 days a week, 9 hours a day parts delivery. Replacement parts order must be processed no later than 5PM at the destination local time zone. Local Holidays are excluded and replacement parts will be scheduled to arrive the next Business day after the Holiday

**Same Day Onsite Technician:** 4 hours part delivery with on site technician

**Next Day Onsite Technician:** 5 days a week, 9 hours a day parts delivery. RMA order must be processed no later than 5PM at the destination local timezone

**Note:** These SLAs are based on shipping addresses that match the Installed At address in your Pulse Secure support contract.

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## Additional Information

For all hardware replacement options, please follow Pulse Secure's current RMA Policy and Procedures.

Return the defective Field Replaceable Unit (FRU) to a Pulse Secure-specified RMA return depot locations. Depot Locations are subject to change and replacements may be new or refurbished. Please note that actual delivery times may be affected by events beyond Pulse Secure's reasonable control or by applicable export or import controls and licensing requirements or by local customs processes.

## Global Support Center Access

With Pulse Secure Global Support Center (PSGSC) support, you have unlimited 24x7 access to our support engineers by phone and online. As a single point of contact for all of your support needs, PSGSC engineers have extensive experience supporting large-scale networks. PSGSC engineers can help you diagnose system problems, configure, troubleshoot, and provide work-around solutions. To ensure that PSGSC responds as quickly as possible, automatic escalation alerts to senior management are triggered on all priority issues.

## Software Releases

Pulse Secure provides you with access to all new software releases as soon as they are made available for general release.

## Online Tools

The Customer Support Portal (CSP) provides you with self-service access to Pulse Secure's online portal for the information, answers, tools, and service options required to ensure the support of your network investment. Features within the CSP include, but are not limited to, software downloads, technical alerts and bulletins, RMA requests, and Knowledge Base access.

## Return-to-Factory

Pulse Secure will replace or repair the FRU identified in the Pulse Secure-issued RMA and ship the replacement or repaired FRU, as applicable, to the Ship-to Address within 10 business days after Pulse Secure's receipt of the defective FRU at the specified RMA return location. The repaired or replacement FRU may be shipped from a Pulse Secure global distribution center.

## Next-Day Ship

Pulse Secure will ship FRU replacements to the ship-to address in advance of receiving returned defective hardware on the next business day if Pulse Secure issues an RMA by 3PM (local PSGSC time). The replacement FRU will be shipped from a Pulse Secure in-country depot. "Next-Day Ship" is subject to availability, and is a limited offering that is only available where next day delivery would otherwise be available but for the fact that no in-country depot is close enough to ship-to address to accommodate next-day delivery.

## Next-Day Delivery

Pulse Secure will deliver FRU replacements to the ship-to address in advance of receiving returned defective hardware within the next business day if Pulse Secure issues an RMA by 3pm (local PSGSC time). "Next-Day Delivery" is subject to availability.

## Same-Day

Pulse Secure will deliver FRU replacements to the ship-to address, 24 hours a day, 7 days a week, within 4 hours of issuance of RMA In advance of receipt of defective hardware. "Same-Day" is subject to availability.

## Onsite

Upon final diagnosis of a part failure and replacement authorization by Pulse Secure, a trained service technician is dispatched to the affected site. Once there, the service technician coordinates with PSGSC and the Customer for final resolution of the problem and the Customer will return the defective product to Pulse Secure. Pulse Secure Onsite support offerings do not provide assistance for software troubleshooting or configuration support.

## Knowledge Transfer: E-Learning Courses

You also have access to a series of E-Learning courses designed specifically to provide instruction on product troubleshooting features. This allows you to easily train staff members at their convenience and provide continuing education to account for staff turnover.

## Service Specifications

Your responsibilities include:

- Ensuring that the requirements identified for your Pulse Secure solution are in place. These requirements are documented in product documentation, user guides, or additional recommendations communicated by the Pulse Secure team from time to time for proper delivery of Pulse Secure services.
- Ensuring that employees who interface with Pulse Secure service teams have completed required training for supporting Pulse Secure products

## Same-Day

Pulse Secure Gold Support is available globally. For details, please contact your local Pulse Secure Partner or Pulse Secure field sales manager.