



# Giritech Technical Support

- **Standard and Premium technical Support**
- **Highly-Focused Expertise**
- **Scalable and flexible Team**
- **Pragmatic Specialists**
- **Proven Service and Support**
- **Online Technical Support Tools**

## **Our Technical Support**

Giritech offers high quality technical support as a part of our product line. Technical support is one of the more important services we provide and we offer it in two different packages: *Giritech Support Standard* and *Giritech Support Premium*.

### **Giritech Support Standard**

*Giritech Support Standard* gives you the assurance that you will get high-quality professional support when you need it. The concept of G/On and securing access to applications and services by simplifying IT infrastructure and the goal of bringing the simplicity and security of G/On to everyone entail a commitment to service excellence.

Giritech recognizes our customer's aim to give the right access to the right applications for the right person under the right circumstances. Secure access in everyday work situations without impeding the abilities and the business opportunities of the company. Our network of experienced technical support engineers is available to support you every step of the way with G/On.

### **Giritech Support Premium**

The Giritech Support Premium package builds on the already high standards set with the Giritech Support Standard package and adds a comprehensive 24/7 solution for the customer that needs the highest possible service commitment. Giritech Support Premium customers also benefits from Priority Queue Management which gives Premium Technical Support customers priority over Giritech Support Standard customers.

## Giritech Technical Support Highlights

We offer our costumers Technical Support with an unbeatable combination of service strengths:

- **Highly-focused expertise:** Our team of technical support engineers is specialized in Giritech technology and optimization, and has years of experience from working with mission-critical environments, security value for customers who rely on their knowledge.
- **Scalable and flexible team:** A customer-focused and attentive team with global partners ensures a rapid service response. Our core engineering department and rigorous support processes ensures a cost effective and agile end-to-end support infrastructure.
- **Pragmatic specialists:** We understand that every customer is unique and that the processes need to be flexible enough to adapt to your needs rather than the opposite. Our strength is that we always aim to our customer in focus and we work hard to keep you satisfied and your business running without any unnecessary interruptions.
- **Proven service and support:** Giritechs team of technical support engineers has earned a reputation for excellence in some of the world's largest and most innovative networks.

**Scope of Support** Giritechs Technical Support is designed to remotely assist our customers with specific incidents regarding the general product usage and configuration with access to Giritech Technical Support Engineers.

Giritech Technical Support also covers defect diagnostics in Giritech products that does not perform according to product specification. However, Giritech Support Standard does not cover on-site installation services and/or consultant services. Please contact your local Giritech Sales representative for information about related services.

**Contacting Support** As a Giritech Technical Support customer, you can contact Giritech Technical Support via phone or email. To submit an incident via phone or email, visit [www.giritech.com](http://www.giritech.com), locate the number or email-address listed and follow the instructions.

For information about required information for submitting an incident, please visit Giritech Customer Web for detailed information.

**Support Hours** The support hours covered with the Giritech Technical Support service are built around your core business hours and your need for flexibility. For the Giritech Support Standard package, support technicians are available 08:00 - 17:00 (CET), Monday through Friday. For the Giritech Support Premium package, support technicians are available to take your call 24 hours per day, 365 days per year.

Regardless of where you are located, Giritech Technical Support is available to take your call when you need your support.

## Response Times

Giritech Technical Support operates with the following incident classifications:

Incident Classification	Max Response Time
Emergency (System down)	Immediate
High	120 minutes
Medium	8 hours
Low	48 hours

All incidents will have a reaction time of less then 30 minutes.

If a technician is not immediately available to help you, a support administrator will register a technical support incident, provide you with the incident number and queue your case for the first available technician.

**Online Technical Support Tools** In addition to the providing you with direct personal support, your Giritech Technical Support subscription also entitles you to access a variety of online tools which are specifically designed to answer many of the more common questions you may have regarding the technical aspects of installing, configuration, and maintaining your Giritech products. These online resources include:

- **Giritech Customer Web:** Giritech customers can log in to the Giritech Customer Web and use the unique Self-Service Support tools to manage their purchased products. The Giritech Customer Web offers product trial, updates and maintenance releases, RMA form, etc.
- **FAQs:** A knowledge base of answers to more commonly asked technical questions regarding the administration of Giritech products.
- **How-To's, Articles, Feature Briefs and Technical Notes:** These documents all covers product features in a more in-depth manner and describes how to achieve specific administrative tasks with your Giritech product.

**Escalation** Giritech Technical Support has well-defined processes and both automatic and manual system support for handling case escalation.

**Customer Satisfaction** In order to maintain our high level of satisfaction with our technical support, we routinely conduct customer satisfaction surveys.

If at any time you wish to comment on the handling of a particular case or on Giritech Technical Support in general, please feel free to send an email to [support@giritech.com](mailto:support@giritech.com). Please include any relevant information about the case.

**Contact** For price and order information, please contact your local Giritech Partner or Giritech directly.