Securing the path to your information assets

Ensuring Continuity of Secure Communications

Enterprises across the globe are facing an increased number of security threats, ranging from mere nuisances such as viruses, to sophisticated hacking attempts. At the same time, new regulatory compliance requirements force enterprises to bolster their defenses, often putting a strain on the scarce IT resources. To help you keep your systems secure and operational while reducing the total cost of ownership, SSH Communications Security offers you three comprehensive support plans.

SSH's Support Plan is an easy and efficient way to maximize your investment in SSH software and help reduce your total cost of ownership. SSH Communications Security offers a variety of support plans that provide telephone and online technical support, software updates and upgrades, and self-help tools and notifications. With three plans to choose from, you'll get the help you need as promptly as your business needs require.

The global Support Centers of SSH are staffed with competent technical support engineers who have deep knowledge not only of SSH products but also of communications security and operating systems. They are backed by the original developers of the Secure Shell solution ensuring accurate and prompt responses to even the most complex technical issues.

SSH Communications Security frequently releases new updates and upgrades of its products. These versions are available to customers with a current support agreement through the SSH Customer Download Center. Having access to the latest versions of the software enables enterprises to maintain and further develop their secure IT infrastructure, and to ensure continuous secure operations in compliance with laws and regulations.

Support Plans Summary

The following table summarizes the features and benefits of the different SSH support plans.

Coverage	Standard Support	Premium 8x5 Support	Premium 24x7 Support
Service Agreement Length	12 Months	12 Months	12 Months
8x5 Online Web Support during Business Hours	■	■	■
8x5 Phone Support during Business Hours	□	■	■
24x7 Phone Support	□	□	■
First Response Time Goal (Critical)	<2 business days	<4 business hours	<2 hours
First Response Time Goal (Other)	<5 business days	<2 business days	<24 hours
Max Number of Customer Contacts in Tectia Support System	2	6	6
Online Support			
Online Access	■	■	■
Case Management	■	■	■
Online Reporting	■	■	■
Online Downloads	■	■	■
Technical Knowledge Center	■	■	■
Frequently Asked Questions	■	■	■
Online Documentation	■	■	■
Software Maintenance			
Major Releases	■	■	■
Minor Releases	■	■	■
Maintenance Releases	■	■	■

■ Included   □ Not available

Support Plans

The SSH Standard Support Plan includes technical support as well as software maintenance services. Customers can access the online Case Management System to enter and track the progress of specific support cases. The Standard Support Plan is ideal for customers who are predominantly using the SSH solution for infrequent system administration purposes and for non-critical data transfer operations or applications.

The SSH Premium 8x5 Support Plan is for customers who protect their business-critical data transfer operations and/or applications with the SSH solution. The Premium 8x5 Support Plan includes telephone support to contact the SSH Support Center during business hours.

The SSH Premium 24x7 Support Plan is for the most demanding customers whose business-critical file transfer operations and applications are highly dependent on the proper functioning of the SSH products. This support plan will give you access to the technical support personnel of SSH via telephone contact 24 hours a day, 7 days a week.

Online Support

All SSH Support Plans include web access to the SSH Support Site, including the SSH Technical Knowledge Center, the support case management system, and the online documentation. The SSH Support Site is your one-stop source for product information and technical support on the SSH solution.

Software Maintenance

All SSH Support Plans include a software maintenance service that gives you access to the latest software fixes, minor updates or major version upgrades. You can download the newest SSH product releases from the SSH Customer Download Center. Immediate access to the newest releases ensures that you can keep your SSH environment secure and functional at all times.

SSH Technical Knowledge Center

The SSH Technical Knowledge Center provides access to the extensive information gathered from previously solved support cases, as well as to a comprehensive set of frequently asked questions and How-To articles. The SSH Technical Knowledge Center is constantly updated to ensure that you have access to the most recent information.

Case Management System

The convenient support case management tool allows you to log new support requests, check case status, and browse through your case history. A flexible reporting facility enables you to create statistical reports on your cases and your use of the SSH Support Services. The case status is updated in real time, allowing you to easily follow the progress of the case. You are also automatically notified via e-mail whenever the status of your case changes.

Product Documentation

All product information, including user manuals, release notes and white papers, is available online.

For More Information

Please contact the nearest SSH sales office to identify and order the SSH Support Plan that best suits your business needs.