

Clearswift customer support has you covered...

- 24/7 telephone and email support
- Extensive, searchable knowledge base
- Live service feeds
- Automated updates and service packs
- Helpful discussion forums
- Tailored support with support account manager
- Pro-active support technology
- Quarterly review
- Annual health check
- Onsite support



Clearswift: setting new standards in support

Clearswift's products are renowned for reliability. That's why Clearswift confidently provides ALL customers with around-the-clock support as standard - that's 24 hours a day, 7 days a week.

Organisations deploying Clearswift SECURE Email Gateway, SECURE Web Gateway or MIMESweeper for SMTP do so with the assurance that they have 24/7 access to Clearswift's global support network.

Standard support

Every Clearswift customer is automatically covered by our Standard support package. It offers many more benefits than you might expect.

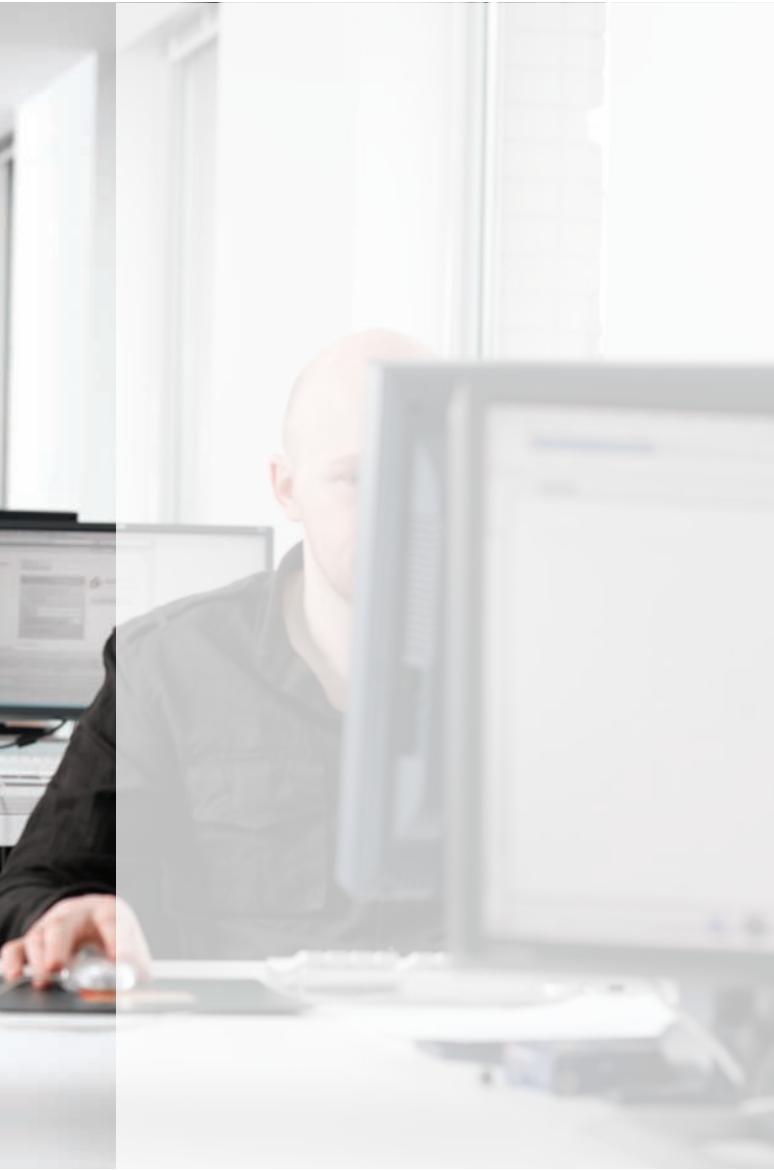
For starters, our support team can be contacted by email or telephone - 24/7. These highly trained and experienced engineers are located strategically around the world and offer response times as rapid as just one working hour.

As well, Clearswift's Standard support includes subscriptions to live service feeds that will keep your organisation protected from the latest threats. Depending on the product, these include anti-virus and spyware updates and the latest filter information from Clearswift's world-leading URL database. Product updates are included across the board, too.

On top of all of this, customers benefitting from our Standard support package are granted full access to Clearswift's extensive, searchable knowledge base. This valuable and detailed resource provides instant answers to hundreds of questions and collates information on hot topics and recommendations on best practice.

Put simply, Clearswift Standard support delivers a higher standard.





Advanced support

Clearswift knows that some situations are more demanding than others. Clearswift's Advanced support package builds on Standard support for customers that need a higher level of service for mission-critical deployments.

In addition to the many benefits included with Clearswift Standard support, customers choosing our Advanced support package are assigned a support account manager. Should a query arise your support account manager will be notified automatically and take responsibility for ensuring that the issue is resolved promptly and to your satisfaction.

Clearswift Advanced support also exploits the 'call home' information generated by Clearswift products to provide pro-active monitoring. Clearswift analyses this data, identifies potential issues and applies solutions before problems ever arise.

Premium support

Customers opting for Clearswift Premium support expect and receive unmatched levels of assistance.

Clearswift Premium support builds on the Standard and Advanced packages already outlined with a quarterly review, an annual health check and onsite support.

During the quarterly review Clearswift examines any recently raised support issues. We will discuss these with you, providing advice and guidance on trouble-free operations for the future. We will also explain forthcoming product releases and updates to keep you fully informed.

Clearswift Premium support customers also benefit from an annual 'health check'. Each year, a Clearswift technical consultant will visit your organisation to evaluate operations, providing recommendations on improvements.

Finally, for those times when a more hands-on approach is appropriate, Clearswift's fast and efficient telephone and email support is bolstered by the option of onsite assistance from a trained Clearswift engineer.



Compare...

Clearswift support package/Included benefits	Standard	Advanced	Premium
24/7 telephone and email access to Clearswift's highly trained support team	•	•	•
Access to Clearswift's extensive, searchable knowledge base	•	•	•
Live service feeds	•	•	•
Automated updates and service packs	•	•	•
Helpful discussion forums	•	•	•
Tailored support with support account manager		• (phone only)	•
Pro-active support technology		•	•
Quarterly review		• (phone only)	•
Annual health check			•
Onsite support (limited to 2 days)			•

Contact...

Contacting Clearswift support...	
Asia-Pacific (APAC)	+61 2 9424 1210
Japan	0066 33 812 501
Germany	0800 1800 556
Europe	+44 (0)118 903 8200
US	+1 856 359 2170
Email	support@clearswift.com
Online	kb.clearswift.com

Conditions...?

All Clearswift support packages offer response times as rapid as just one working hour. This table details how the Clearswift support team will respond in a variety of scenarios.

Problem category	Problem description	Clearswift action
1	Failure of all or part of the Software resulting in Customer not being able to (i) process electronic mails or (ii) access web-pages	Response within 1 working hour Fix or workaround within 8 working hours
2	Failure of all or part of the Software where the Customer has reduced capability or ability to (i) process electronic mails or (ii) access web-pages, but at reduced performance	Response within 6 working hours Fix or workaround within 12 working hours
3	Failure of all or part of the Software where the ability of the Software to (i) process electronic mails or (ii) access web-pages, is not affected	Response within 16 working hours
4	Any Incident having minimal impact on the Software, requests for information or requests for Enhancements.	Response within 24 working hours

Get in Touch



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