

Vbrick[®] Support Services

World-Class Product Support for Any Size Enterprise

Vbrick delivers comprehensive Support Services. Vbrick's offerings are tailored to provide total product support, including Hardware Warranty, Software Upgrades, and Product Support. Delivered in conjunction with our partners, and coupled with Vbrick's world renowned product reliability, Vbrick's Support Services ensure your video infrastructure is always up and running –increasing your ROI.

CAPABILITIES

Vbrick Software and Hardware support offerings provide the level of support that is appropriate to achieve your objectives. Vbrick's software support ensures post go-live peace of mind. Our support channels include access to Vbrick support and implementation engineers, access to Vbrick self-service support portal, technical and release bulletins, quarterly newsletters, and software updates for all applicable offerings.

Hardware Warranty: All Vbrick hardware products are covered by a one year warranty. Hardware maintenance can be purchased to extend support on Vbrick appliances beyond the first year. Hardware warranty and support includes firmware releases, remote troubleshooting and comprehensive Return Merchandise Authorization (RMA) Services.

Software Upgrades - Customers under active support agreements are entitled to free software availability for major releases, minor feature releases and patches ensuring access to Vbrick's most advanced product functionality, while providing significant cost savings when compared to purchasing software upgrades.

Product Support - Vbrick provides multiple tiers of product support to our customers, allowing you to utilize the quickest method that resolves your issue. These include:

- ▶ Multi-channel support (email, phone, web, & chat)
- ▶ Web-based Knowledgebase
- ▶ Product Documentation
- ▶ Training Portal
- ▶ Remote Access (where applicable)
- ▶ Product Communications (Technical & Release bulletins and quarterly newsletters)

VBRICK SUPPORT OFFERINGS

Vbrick's support channels provide the level of support to protect your hardware and software investments.

Vbrick has structured our support channels to provide you with the skills and expertise you need to assure the investment you make today will meet your needs and evolve as your video communication needs grow.

PLAN	PLAN DESCRIPTION
SOFTWARE SUPPORT	<ul style="list-style-type: none"> ▶ Multiple channels to engage support services (E-mail, Phone, Web based Chat, Web Portal) ▶ Access to self-service support portal (Case submission, knowledge base, FAQs, RMA, documentation, and training portal) ▶ Severity level based response times and communication frequency based on Issue severity ▶ Updates to Covered Software ▶ Remote troubleshooting ▶ Technical and release bulletins ▶ Quarterly newsletter
HARDWARE SUPPORT	<ul style="list-style-type: none"> ▶ Multiple channels to engage support services (E-mail, Phone, Web based Chat, Web Portal) ▶ Access to self-service support portal (Case submission, knowledge base, FAQs, RMA, documentation, and training portal) ▶ Severity level based response times and communication frequency based on Issue severity ▶ Firmware releases ▶ Remote troubleshooting ▶ RMA service