Endian Technical Support Services (SLA)

Introduction

Endian offers a comprehensive range of highly qualified support services that come along with any of our security solution, being included in the Maintenance subscription. Distributors and Partners get support directly from Endian while end users receive assistance through one of our worldwide Partners, according to the Maintenance and Support SLA.

This document aims to describe the technical support service for all Endian products including UTM, 4i and Switchboard and the processes behind them, as well as address Customers and Partners to their reserved support lane.

Endian's support services are based on the following standards.

Endian Priority level definitions

Endian's support ticket priority levels are used to assist in the prioritization of handling a support issue. Endian Engineers will use the guide below to select the appropriate priority level for all submitted support issues. Please note that Endian has the right to modify the priority levels below and upgrade or downgrade the priority level of a support issue at any time.

Priority level	Application/ Appliance status	Impact on business operations	Issue description
Critical	Down	Severe	Endian appliance is down or experiencing a consistent,measurable performance impact
Medium	Up	Significant	Endian appliance is experiencing intermittent failure or degradation of performance
Low	Up	Little/None	Questions, Information, Documentation, How-to requests

Endian Support Center Time of Response

Endian Support Engineers abide by the following service level agreements. Our SLAs provide a basis for timely responses. Please note that our SLAs apply only during the support office hours.

Endian Support Office Hours: 09:00AM - 06:00PM CET (Central European Time)	
Priority level*	Time of Response**
Priority 1: Critical	</= 4 business hours
Priority 2: Medium	</= 1 business day
Priority 3: Low	</= 2 business days

* Customer always receives a confirmation email with reference number to validate the receipt of a support ticket.

** Maximum time by when the customer may be contacted by e-mail, web, or ticketing system to gather additional information about the case and analyse the necessary steps to solve the issue.

Support for Endian Partners

Endian Partners are entitled to receive support on issues and technical questions. An overview of Partner support offerings is shown below:

Program level	Support	Contact/Response
Distributor	Direct from Endian Support Center	According to the Distribution Agreement
Partner	Support is delivered by the Partner you purchased from (or by Endian if you puchased directly)	help.endian.com; Response time according to SLA

Endian Support Engineers follow a structured escalation process which ensures that the appropriate resources are assigned to respond to cases efficiently and effectively. The following escalation process is used as a guide when responding to cases so that each case is treated uniquely to ensure that we effectively address the issue.

- The case is assigned a Support Engineer who identifies him/herself to the customer and contacts him for the first analysis of the issue. The email address that opened the case is designated as the primary contact unless otherwise requested by the customer.

- The assigned Support Engineer is responsible for providing progress reports and the delivery of a response to the customer or Endian Partner.

- The case is constantly monitored by the Support Engineer until a final response is delivered.

- If a response cannot be delivered or a major product bug is found, the case is classified as in Bugfixing status and is forwarded to Endian Developers until the issue is fixed.

Endian Maintenance Service License Agreement

What is Endian Maintenance

Endian Maintenance is a yearly subscription associated to any Endian product that provides constant updates, upgrades and technical support on it, including:

- **Endian Network:** The Endian Network is a centralized portal to monitor and manage all of your Endian devices. If one of your Endian devices has hardware or software service issues, Endian Network will alert you so you can react fast and mitigate issues before they cause significant problems. A great tool for Endian Resellers as well since it also allows you to completely manage user administration and determine Endian Network access you (as a Reseller) provide to your customers.

- **Endian Updates:** Keep your Endian devices as up-to-date as possible to protect your networks and users from modern day threats. This includes all Endian security services like antivirus, intrusion detection signatures, and URL blacklists (content filtering). Just as importantly, Endian maintenance includes all security updates to every Endian application so that you can keep the devices protecting your network safe from security vulnerabilities.

- **Endian Upgrades:** With Endian Maintenance, you get each and every upgrade and improvement we make to our product and Endian Network makes the deployment to your device(s) as simple as point-and-click.

- **Endian Support:** Endian Support is comprised of the best Partners who are devoted to supporting the rapidly growing number of Endian devices all over the world.

Services Overview

Maintenance subscription is offered in packages of 1, 3 and up to 5 years: the above mentioned services are included in every Maintenance subscription depending on the product family.

	Endian UTM	Endian 4i	Endian Switchboard
Updates			
Security Updates	●	●	●
Firmware Upgrades	●	●	●
Antivirus signatures	●	-	●
Content filter URL blacklist	●	-	●
Endian Network - Management portal			
Centralized updates	●	●	●
Remote access and system management	●	●	●
Support options			
Coverage 8x5 (see local office business hours)	●	●	●
Lifelong Hardware warranty extension	●**	Upon request***	-
High priority ticket processing	●	●	●
Hot Replacement RMA processing (Next Business Day) *	●	●	-

* Immediate RMA processing upon request receipt. Replacement unit is shipped on next business day. RMA request must be submitted before 11: 00 am. Delivery time may depend on courrier service.

** Valid for Hardware of the generation 2021 & 2022 including Mini, Mercury and Macro. Hardware in EOL excluded

*** Depending on contract between Endian and Customer. 4i Hardware comes with warranty of 2 years

Why should i renew the Maintenance?

Endian solutions are designed to keep your network safe and secure but all of this needs constant development, improvements and updates: since IT world is always changing what makes a service safe and simple today could not do the same tomorrow.

Here you have some reasons why we strongly recommend you to keep your Maintenance subscription valid and up to date:

- **Functionality-** All services must always be at the state of the art and compatible with computers and programs (browser, mail client, operative systems) rapidly evolving.

- **Security –** Security is everything when we talk about a network, especially if connected to the internet. Security updates such as antivirus signatures or blacklists are essential in order to keep your network safe and protected from malicious threats.

- **Legal Compliance –** In most countries there are laws forcing system administrators to keep the systems connected to the internet updated and protected from improper uses.

Endian shall have no obligation to provide technical support:

- In the event the End User alters, damages or modifies the product or any portion thereof, in particular if the customer installs any new software onto an Endian appliance without explicit permission of Endian Support Center

- For any product that has reached End Of Life (EOL) status and is therefore no longer supported

- For any problem caused by: accident; transportation; neglect or misuse; alteration; modification or enhancement of the product; failure to provide a suitable installation environment; use of supplies or materials not meeting specifications; use of the product for other than the specific purposes for which the product is designed; for any problems caused by the end user's negligence, abuse or misapplication;

- For use of the product on any systems other than the specified hardware platform for such product.

Endian shall have no liability for any changes in the end user's hardware, which may be necessary to use the product due to a workaround or maintenance release.

Important Notes: This Service Level Agreement does not replace any contract that the End User may stipulate with his reference Partner: this contract (between End User and Partner) can include additional services offered on the Endian products, such as first installation support, on site assistance, help in feature configuration, as well as other services not related to the Endian product.