



## Authorized Support

Access to product experts 24x7x365

Your business relies on your security infrastructure. Should problems arise, you require cost effective case resolution without obstacles. You need a team of highly skilled security engineers and technicians available 24x7x365 to provide rapid, expert support.

### THE OPTIV SUPPORT ADVANTAGE

With more than 200 industry certifications, our trained professionals can quickly and proficiently resolve Tier 1, 2 and 3 technical support issues when they arise. Optiv handles more than 10,000 requests annually with over 90 percent of them resolved without vendor escalation. Should it become necessary, Optiv also has direct access to product manufacturers' internal support teams for prompt issue escalation. Our security operations centers (SOCs) have dedicated security testing labs to help ensure accurate and precise issue resolution.

#### Why Choose Optiv Authorized Support?

- Reduce your downtime and risk efficiently as you streamline your support operations
- Minimize the complex web of vendor escalation pathways to save time and resources
- Leverage our experience to avoid making technology decisions in the dark
- One phone call for support of multiple vendors and technologies
- Bolster your operational integrity by using our pool of talented security professionals
- Test new technologies, configurations and policy changes prior to implementation

Optiv Authorized Support provides services for:

#### Your Authorized Support service plan includes the following:

- Access to knowledgeable, full-time U.S.-based staff
- Committed response times of 30 minutes or less
- Defined escalation process ensures timely issue handling
- Dedicated support web portal and monthly reporting
- Blended multi-product support options available
- Hardware (RMA) replacement processing
- Latest patches and hot fixes
- Major upgrades and enhancements review
- Testing and issue replication in our interoperability lab
- Employee training and onsite consulting options available

