

## EdgeWave ProCare Elite Technical Support

### Introduction

Our ProCare Elite Technical Support for iPrism Web Security is our commitment to deliver a full range of services that ensure your success with our products. Our services include 24/7 telephone access to an experienced iPrism Technician, a wide array of convenient online tools, network architectural reviews and access to a dedicated Technical Account Manager (TAM) assigned to your organization. Your TAM will be available to assist you when you need it including arranging onsite visits by an iPrism Engineer through our Professional Services department, should a larger project require it. Adding the ProCare Elite Technical Support Program to your subscription assures our most rapid response and assistance in resolving issues and optimizing the return on your iPrism Web Security investment.

### Program Highlights

#### Product Expertise

The key to superior product support is superior product knowledge and our iPrism Support Engineers have an average of 3 years of experience working with Web filtering technical issues. Their dedication to increasing their product knowledge and troubleshooting skills are evidenced in the consistently high customer satisfaction ratings they receive in every survey we've done.

#### Online Support Tools

Our secure customer portal offers convenient online support tools where you can get the answers you need or easily submit a support ticket at any time. Our array of online tools includes a comprehensive and easily searchable knowledgebase, a full technical library, an online chat program that connects you with an iPrism technician in real-time, and downloadable updates and hotfixes.

#### Availability

With ProCare Elite, you are assured 24/7 phone availability from an experienced Web filtering technical expert. We have even established a dedicated technical support number available to ProCare Elite customers only, assuring you immediate assistance at any time of the day or night.

#### Rapid RMA

Although our Web filtering hardware has an excellent performance record, should a hardware failure occur, we will have a new appliance at your site the next business day after a requirement is confirmed.\*

#### Escalation

Our technical support team monitors all iPrism technical issues to make sure cases are being managed appropriately. As a ProCare Elite member, any case you submit is immediately escalated according to strictly adhered to program guidelines.



### Features

#### 24/7 telephone support and expedited case handling

A special toll-free number that you will receive as a ProCare Elite customer, gives your support request the highest priority. You receive a response in less than 30 minutes from a senior engineer ensuring that your request is handled immediately.

#### Periodic account reviews

These quarterly reviews assure that your iPrism solution is performing to your complete satisfaction. We will also review past technical support cases and any environmental changes past or future to make sure performance is optimized

#### Architecture review

Your assigned TAM will work with a you to review your environment and provide specific recommendations on the configuration of your network in order to optimize iPrism Web Security performance

#### Knowledgebase

24/7 access to a comprehensive searchable repository of knowledge including step by step solutions for fixing problems, how to enable features, common configuration examples and other important information.

#### Technical Account Manager (TAM)

An experienced TAM will be assigned to your organization and will work with your staff and internal resources to fully understand your network and ensure that you are getting optimal performance from your iPrism Web Security solution. Should a larger initiative require onsite assistance, your TAM will assist with arrangements and pricing.

## Features Cont.

### Technical library

24/7 Access to a complete collection of iPrism technical manuals, release notes and other technical documentation

### Secure portal

Access to EdgeWave's secure customer portal containing configuration and provisioning tools, account information, self help and case creation materials, central management of appliances, and more

### Threat Intelligence Center

A multi-dimensional resource for information on emerging cyber threats along with content, security articles and editorials, decision support, and assistance in selecting other products from EdgeWave

### Downloadable software updates/upgrades/patches

Access to downloadable items that can improve or enhance the performance of your iPrism Web Security solution

### Customer support forum

The option of posting a question, comment or observation to an electronic forum where other iPrism Web Security users can provide feedback and tips

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## iPrism Comprehensive Web Security

iPrism Web Security, (by EdgeWave) combines simplicity, performance and value to deliver unrivalled protection from Internet-based threats such as malware, viruses, spyware, anonymizers, IM, P2P, and inappropriate content. As a self-contained appliance-based solution, iPrism Web Security offers universal interoperability on any platform and in any network environment, delivering Internet security at the perimeter, to help enforce your Internet acceptable use and security policies. In addition, iPrism seamlessly integrates with your directory services to automate authentication for fast and easy deployment throughout your organization. And new Hybrid Remote Filtering assures policy enforcement for all on-premises or remote users without using VPN or DMZ deployments. Simple to set up and requiring virtually zero maintenance, iPrism Web Security allows your organization to mitigate the risks of legal liability, defend against security breaches, and prevent productivity loss.

## EdgeWave Secure Content Management Solutions

EdgeWave™ develops and markets innovative Secure Content Management (SCM) solutions including iPrism Web Security and the ePrism Email Security Suite with next-generation solutions for Email Filtering, Continuity, Data Loss Protection, Encryption and Archive. EdgeWave innovative technologies deliver comprehensive protection with unrivalled ease of deployment and the lowest TCO on the market. The company's award winning solutions can be delivered as hosted, on-premises, and hybrid services.

Please note: ProCare Elite is currently available in US/Canada only

\*Rapid RMA delivery excludes holidays and weekends, and is available in the continental US and Canada only. Some restrictions apply.

## EdgeWave

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