

iCare

Support Services



HIGHLIGHTS

- Best in class Services & Support Organization
 - Leverage iS5Com's domain expertise & experience in Hardened Applications
 - In-depth understanding of Communications Infrastructure within our Core Markets (IEC 61850-3, IEC 11613 Class 2, IEEE 1588, EN Certification)
 - Dedicated remote iS5Com Tier 2 support
 - Remote network communications administration
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iCare Service Level Agreement – Mission Critical Applications

iS5Com cares about the customers and strives to ensure Return on Investment is a top priority. Your best defense to ensuring that you have a stable network is access to our Support line.

iS5Com provides you with the options from our “iCare” Service Level Agreements (SLA). Select one of our “iCare Programs” or a “Customized iCare” package.

Having a remote iS5Com expert ensures that your quality of Service & Support for your applications have minimal impact on its performance.























































Key Features:

- Access to our Technical Assistance Center (TAC)
- Direct access to a dedicated Tier2 iS5Com Expert
- Online troubleshooting and diagnostics
- Online configuration
- Critical incident reporting and regular activities report
- Active case management and weekly reporting
- Escalations management and weekly reporting
- Improved reliability and administration of your iS5Com network
- Software updates and upgrades

iCare Program Component Description

Software Upgrades:	Access to firmware specific to your hardware, download of new feature releases from iS5Com website.
User Guides:	Access and download the latest User Manuals from iS5Com's website.
Knowledge Base:	iS5Com hosts a suite of Technical Information including User Manuals, Configuration Guides, Installation Guides, Frequently Asked Questions (FAQ's), Data Sheets and Application Notes.
Email Forms:	Use of iS5Com's online Support form.
Warranty:	iS5Com's five year hardware warranty provides the assurance that your hardware is protected for parts and labour defects.
Repair Returns:	In case of hardware system failure, send your defective unit for replacing the defective parts or unit after thorough analysis. iS5Com will ship the repaired unit 5 days after the failed unit has been received at iS5Com repair facility.
Advance Replacements:	iS5Com provides Advance Replacement on hardware until you can send back the defective unit from your field operations. New replacement lead times are from 7-10 business days after the request has been made through our TAC.
Advance Replacements (24Hrs) :	If you need quicker lead times, iS5Com provides 24 hour shipping of replacements.
Extended Warranty:	Protect your Return of Investment with iS5Com's extended warranty offering. You can select an additional five years extended on top of your current five year warranty giving you total protection of your hardware for 10 years.
Remote Phone Support:	Access to an iS5Com Support Engineer through our Toll Free Support Hotline.
iCare Programs:	5x12 Monday thru Friday from 8am – 8pm local time. 24x7 24 hours 7 days a week.
Dedicated Support Contact:	iS5Com can provide you with a remote dedicated support contact who understands the complexity of your network.
Priority Escalation:	Get the priority you need; your case ticket will be prioritized with iS5Com through our comprehensive priority escalation to senior management for any critical issues.
Bi-Weekly Status Reports:	Keep track of all your reported case tickets; iS5Com can provide bi-weekly status of all your reported issues and their resolution progress.

Hardware SLA's

Components	iCare Bronze	iCare Silver	iCare Gold	iCare Premium
Software Upgrades				
User Guides				
Knowledge Base				
Release Notes				
Application Notes				
Data Sheets				
Email Forms				
Hardware Support				
Five Year Warranty				
Repair Returns				
Advance Replacements				
Advance Replacements - 24hrs				
Extended Warranty				
Remote Phone Support				
5x12				
24x7				
Dedicated Support Contact				
Priority Escalation				
Bi-weekly Status Reports				

Fortinet SLA's

FG-ATP1	Advanced Threat Protection (IPS, Advanced Malware Protection Service, Application Control, and 24x7 FortiCare) – 1 year
FG-ATP3	Advanced Threat Protection (IPS, Advanced Malware Protection Service, Application Control, and 24x7 FortiCare) – 3 year
FG-ATP5	Advanced Threat Protection (IPS, Advanced Malware Protection Service, Application Control, and 24x7 FortiCare) – 5 year
FG-ISS1	FortiGuard Industrial Security Service – 1 year



For more information, visit: is5com.com

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