

# Platinum Support

## Welcome Pack

### Dear Platinum Customer

Thank you for purchasing Platinum Support Service for your Sophos licensed products.

Sophos Technical support has the highest priority within Sophos and our comprehensive support service delivers the full range of benefits you would expect from a world-leading company focused on the needs of the corporate market – including all updates and upgrades, as well as support for installation, configuration and administration of all Sophos products.

The excellence of Sophos support services is what sets us apart from our competitors. As a Sophos customer, you benefit from 24-hour support provided by a globally managed team every day of the year. You can contact our engineers for one-to-one support by email or telephone, or use our web-based Support knowledgebase.

Our support services put you in touch with support engineers who have the tools and Resources to investigate any problems thoroughly – including access to a test network of machines running every supported operating system and network platform. Our experts can replicate, analyse and resolve your problems, drawing on a wealth of experience and technology – backed by the multiple resources of SophosLabs™ and product development – to ensure the efficient resolution and tracking of all incidents.

Our Technical Support organisation operates from support centres in Australia, Canada, France, Germany, Japan, Italy, Singapore, UK and USA. Whichever centre handles your problem; you can be assured of the highest level of expertise, professionalism and customer service.

Platinum Support Service is the highest level of support available to Sophos customers and includes defined levels of service. This welcome pack contains important information on:

- the Service Level Agreement that describes the services provided within the Platinum Support Service and the terms on which those services are provided
- details of how you should contact Sophos support, including telephone numbers and email addresses
- the name and contact information for your Sophos Technical Support Account Manager (TSAM), who will be responsible for overall management of the support relationship between your company and Sophos
- the Sophos license number(s) covered by this support service, which should be provided as a means of identification whenever you contact Sophos Technical Support

In order to help ensure the most efficient levels of service for our Platinum customers, we request that you provide details of each member of your technical staff who is likely to contact Sophos Technical Support, using the form contained in this Welcome Pack. This will enable us to enter these contact details into our customer database in advance, thereby ensuring absolutely minimal delay in recording new incidents when members of your technical staff make contact with Sophos Technical Support. Please note that there is no limit to the number of contacts you can specify.

## 1. Service Level Agreement

The details of the Platinum Support service level agreement will have been provided in a separate document. Please take the time to read this document so that you fully understand the services provided within the Platinum Support Service and the terms on which those services are provided. Please also make sure this information is communicated to all the members of your technical staff who will be contacting Sophos Technical Support.

Table 1 shows a summary of the deliverables provided within the Platinum Support Service.

**Table 1**

Key Features	Standard	Premium	Platinum
24/7/365 Support	✓	✓	✓
Unlimited support cases and authorised contacts	✓	✓	✓
Software downloads, updates and maintenance	✓	✓	✓

Phone, email and web-based support channels	✓	✓	✓
Access to Support Knowledgebase	✓	✓	✓
Basic incident handling	✓	✓	✓
Access to Support Forums	✓	✓	✓
Access to News Subscriptions	✓	✓	✓
Defined Service Level Agreements with Support Credits		✓	✓
Remote Technical Consulting/Training *		✓	✓
Priority incident and malware sample handling		✓	✓
VIP Access to dedicated Senior Technical Resource team		✓	✓
Online Support case management and reporting portal		✓	✓
Sophos Zombie Alert service and Sophos Web Alert		✓	✓
Remote Assistance Support		✓	✓
Named Technical Support Account Manager (TSAM)			✓
Proactive communications and alerts			✓
Performance and feature optimization			✓
Enhanced SophosLabs services			✓
Emergency Onsite Support			✓
Championed access to Sophos resources			✓

\*4 hours included per contract

Table 2 shows a summary of the target service levels provided under the terms of the Platinum support service.

**Table 2**

Severity	Action	Platinum
Critical	Response time Frequency of status updates Escalation to support manager Escalation to executive manager	Within 1 hour* 2 hours Within 2 hours Within 8 hours

High	Response time Frequency of status updates Escalation to support manager Escalation to executive manager	Within 2 hours* Daily Within 72 hours As required
Medium	Response time Frequency of status updates Escalation to support manager Escalation to executive manager	Within 24 hours As required 1 week As required
Low	Response time Frequency of status updates Escalation to support manager Escalation to executive manager	Within 24 hours As required 1 week As required

\* Critical and High priority cases can be opened by email, but MUST be followed up with a phone call to verify that the case has been received and to agree the severity.

Table 3 shows a description of the case severity's provided under the terms of the Platinum support service

**Table 3**

Severity	Description
Critical	A Critical Severity is assigned to a Sophos product problem causing a complete loss of service. Work cannot continue at all and operation is mission-critical to the customer's business. No acceptable workaround to the problem exists.
High	A High Severity is assigned to a Sophos product problem causing a significant loss of service and no acceptable workaround is available. The problem adversely impacts customer business, but operation can continue in a restricted fashion or be alternatively routed.
Medium	A Medium Severity is assigned to a Sophos product problem causing no loss, or only very minor loss in service. The impact is an inconvenience, which does not impede operation or customer business. All incidents initiated by email will be assigned Medium Severity in the first instance, except those of a Low Severity level, as defined in the next column.
Low	A Low Severity is assigned to a question concerning the operation of a Sophos product, or a suggested change to a product or to the product documentation.

## 2. Contacting Sophos Technical Support

You can contact Sophos Technical Support 24 x 7 x 365 as follows:

**UK customers:**

Phone: [0844 767 4671](tel:08447674671) (International: [+44 1235 465809](tel:+441235465809))

Email: [platinum@sophos.com](mailto:platinum@sophos.com)