



Support and Maintenance Matrix

# Your Carefree Package



Service	Description	Check Point	Crossbeam	F5 Networks	ForeScout	McAfee	Kaspersky Lab	NetApp	Pulse Secure	Riverbed	Symantec ***
<b>8x5 Telephone Support</b>	8x5 Telephone support 9am - 5pm Mon-Fri (excluding statutory English holidays)	•		•			•		•	•	•
<b>24x7 Telephone Support</b>	24x7 Telephone support 24x7x365	•		•				•	•	•	•
<b>Arrow Assist</b>	Telephone support, hands-on remote access, monitoring, vulnerability scans and configuration backups	•		•						•	•
<b>Arrow Alliance</b>	Available for a select number of vendors, provides all the benefits of Assist but with the addition of regular consultative on-site meetings to create and review an annual policy and maintenance schedule										•
<b>Managed Security Services</b>	Full firewall management, telephone support and hardware maintenance	•									
<b>Next Business Day</b>	8x5xNBD Advance hardware replacement	•	•		•			•	•		•
<b>8x5x8hr On-site*</b>	8x5x8hr On-site hardware replacement	•		•☐		•		•	•		•
<b>Next Business Day On-site</b>	8x5xNBD On-site Hardware Replacement				•				•		
<b>8x5x4 On-site</b>	8x5x4hr On-site hardware replacement	•	•	•☐				•	•	•	•
<b>24x7x4 On-site</b>	24x7x4hr On-site hardware replacement	•	•	•☐	•	•		•	•	•	•
<b>Premium Restoration**</b>	High-level re-configuration facility in addition to our enhanced hardware replacement services	•		•						•	•
<b>Hardware Monitoring</b>	Proactive monitoring of security appliances	•		•				•			•
<b>Secure Data Transportation and Destruction</b>	Secure transportation of defective disks/devices and data erasure using CESG accredited software or physical destruction	•	•	•		•		•	•	•	•

\* Ireland Only    \*\* Standard on-site Support is a pre-requisite for this service    \*\*\* Formerly Blue Coat    ☐ Engineer Only