

# Resilience Customer Support Program



## Highly Available Network Security Support

Not only does Resilience deliver the fastest purpose-built appliances available today, we back them up with the most comprehensive support in the industry. Our support programs provide the most options and features, so you choose the level and type of support that is right for your network and staff.

### Benefits

- Resilience offers the most levels and options for support, so you can choose the one that works best for you
- Resilience systems are designed for modular replacement. In the event of a failure the appliance can be swapped out quickly and easily
- Resilience Advanced Hardware Replacement delivers spares in as little as 4 hours
- Resilience experts can answer you hardware AND software questions 24 hours a day, 7 days per week
- Choose a support plan that guarantee no end-of-life for at least three years



**Corporate Headquarters**  
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### About Resilience

Resilience delivers data security solutions with the deep automation and real availability demanded by busy IT departments for critical applications. Backed by the Resilience Continuous Secured Ownership warranty and industry-leading support, Resilience's high performance appliances deliver zero downtime, enable 15 minute provisioning and automation of key tasks like Monitoring and Recovery, and lower operating costs. Established in 1995, Resilience is based in Mountain View, CA. With 9 patents in high availability technology, Resilience solutions are installed in leading financial, aerospace, military and other organizations around the world.

### Resilience Support: Simple, Swift & Comprehensive

Just like our speedy purpose-built network security appliances, Resilience support is simple, swift and comprehensive. All Resilience appliances can be swapped out quickly and easily. You simply take out the existing appliance and replace it with a new one. And with our Advanced Hardware Replacement option, you can have a replacement in as little as 4 hours or onsite spares to do the swap, allowing you maximum uptime with minimum disruption. And when you choose Resilience CSO Protect support level or higher, our support resources, including our tools, training and expert staff, are available to answer your hardware and application questions 24 x 7.

### Expert Hardware And Software Help

Our dedicated Support resources, including all of the Resilience tools, training, and a deeply experienced staff, can be at your disposal to answer all your questions — whether hardware OR software questions — 24 hours a day, 7 days per week. The expert members of the Resilience Support staff are trained not only to support our hardware, but to also provide skillful Complete Application Support on all of the software applications available on our network security appliances.

### Protect Your Investment: Prevent Premature EOL

With Resilience Support Programs you can choose support levels that guarantee no end-of-life for at least three years and ensure continuous performance improvements in your appliances at sharply lower prices in the years ahead.

### Resilience Support Program Levels

#### CSO Protect

Protect your investments with:

- Advanced Hardware Replacement
- 24x7 Expert Hardware and Application Support
- End-of-Life 3 Year Investment Protection

#### CSO Perform

- Enhance operational performance by adding steeply discounted Continuous Performance Improvement upgrades — This upgrade program allows your entire support investment to be credited to the price of an upgraded system.

#### CSO Perform Plus

- Ensure optimal operational performance with next business day advanced hardware replacement and a Technical Account Manager who has deep knowledge of your network environment and visits your site annually.

#### CSO Onsite

- Eliminate risk with onsite spares (1 to 6 systems) or 4 hour replacement

### Contact Resilience Today

For more information, please contact Resilience at:

#### Inside the U.S.

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Fax: 888.297.8515

#### Outside the U.S.

Tel: +1.650.230.2200

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Check Point

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## Resilience Customer Support Packages

Support Type	CSO Protect	CSO Perform	CSO Perform Plus	CSO OnSite
Cost as Percentage of System List	15%	20%	25%	30%
Advanced Hardware Replacement	X	X	X	X
24x7 Support	X	X	X	X
EOL 3 Year Investment Protection	X	X	X	X
Third Party Software Subscription	Sold Separately	Sold Separately	Sold Separately	Sold Separately
CP First Call to Final Resolution Support	X	X	X	X
Continuous Performance Improvement		X	X	X
Assigned Technical Account Manager and Annual Account Visit			X	X
Next Business Day Onsite Replacement			X	
4 Hour Onsite 24x7 Replacement Or Onsite Spares Pool				X
3-Year Contract Required				X

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