

Finjan Support Services

Finjan support services specified below are subject to Finjan Product Support Policy

We at Finjan understand that efficient and responsive support for our Secure Web Gateway products is critical to our customers' ongoing business operations.

Our support commitment is based on sharing information, responding quickly to changing needs and working through problems and solutions together with our customers. We continuously measure the quality of our support by conducting surveys submitted by customers once the service has been provided.

Through our strategically located technical support centers in San Jose (CA), New York (NY), Israel, UK and Germany, Finjan is well-equipped to respond to technical support inquiries around the clock.

Finjan Technical Support is known for its global 24x7 capabilities. We provide the information and assistance that you, as our customer, need to resolve your operational issues immediately. All customers have access to Finjan Vital Knowledge – an online one-stop knowledge portal of technical support solutions.

Whether companies require around-the-clock coverage or basic support, we at Finjan can deliver the level and types of support you need. Our tiered technical support plans and software maintenance options offer flexibility and convenience to match your particular business needs.



“Finjan Vital Security has proven itself to be a leader in malicious code blocking. As a Vendor, we are also impressed with the rapid response time of the Support Team which increases the value of their product and allows us to provide high quality customer service to our clients.”

Fabrizio Coerezza,
General Manager Siledo Consulting SA

Finjan offers its customers a choice of three support plans to fit the size and needs of their enterprises.

Finjan's Technical Support Plans

Silver Support (Basic Plan)

Silver Support provides basic support coverage at no extra cost for the duration of your product subscription.

Silver Support offers timely and cost-effective response to your support needs, including the following:

- Access to Finjan's technical support resources during local business hours¹
- 24x7x365 availability of online support case reporting via channel partners and for direct customers
- Access to Finjan Vital Knowledge - a centralized one-stop knowledge portal of technical support solutions. Available to channel partners and direct customers
- Product upgrades, security updates and maintenance releases during the subscription period

Gold Support (Enhanced Plan)

Finjan Gold Support offers enhanced support services for additional fees for the duration of your product subscription.

Gold Support features the following services:

- Guaranteed availability of Finjan technical support resources and case reporting tools on a 24x7x365 basis
- Unlimited 24x7x365 telephone support
- Product upgrades, security updates and maintenance releases during the subscription period
- Access to Finjan Vital Knowledge - a centralized one-stop knowledge portal of technical support solutions
- Gold Support customers are entitled to 1 day of onsite technical support services²

Platinum Support (Premium Plan)

Finjan Platinum Support offers extended support services for additional fees for the duration of your product subscription. To qualify for the Platinum Support Plan, certain deployment parameters must be met.

Platinum Support features the following services:

- Guaranteed availability of Finjan technical support resources and case reporting tools on a 24x7x365 basis
- Unlimited 24x7x365 telephone support
- Technical Account Management by a designated Finjan engineer includes quarterly trend analysis report of customer support activities
- Fast escalation path to Tier 2 customer support engineer
- Product upgrades, security updates and maintenance releases during the subscription period
- Access to Finjan Vital Knowledge - a centralized one-stop knowledge portal of technical support solutions
- Platinum Support customers are entitled to 5 days of onsite technical support services³

Advanced Replacement Service (ARS) Option*

Finjan offers ARS as an additional support fee-based service, including extension of hardware warranty for up to three years and replacement of faulty hardware with a new or refurbished unit, shipped next business day following RMA approval.

* Series NG-5000-S1, NG-6000 and NG-8000 hardware support supplied by IBM according to the Finjan IBM ARS process

Features of Finjan's Technical Support Services

Service	Silver Support	Gold Support	Platinum Support
Technical Support Availability	During business hours as defined locally ¹	24x7x365	24x7x365
Online Reporting	24x7x365 (via channel) ¹	24x7x365	24x7x365
Unlimited Telephone Support	During business hours as defined locally ¹	24x7x365	24x7x365
Onsite Support	X	1 day ²	5 days ³
Designated Technical Account Manager	X	X	✓
Trend Analysis of Customer Support Activities	X	X	✓
Access to Finjan Vital Knowledge	✓ ⁴	✓	✓
Access to Finjan Support Center	1st tier ⁴	1st tier	2nd tier
Automatic Downloads of Product Upgrades	✓	✓	✓
Ongoing automatic Security Updates from MCRC ⁵	✓	✓	✓
Advanced Replacement Service (ARS) includes extended warranty	Optional	Optional	Optional

¹ Via Channel. Direct service is available for customers that purchase directly from Finjan.

² Depending on deployment size. Travel costs and expenses are not included.

³ Depending on deployment size. The 5 days are limited to a maximum of 2 visits. Restrictions in travel and expenses might apply.

⁴ Available to channel partners and direct customers.

⁵ Finjan's Malicious Code Research Center (MCRC) specializes in the detection, analysis and research of web threats, including Crimeware, Web 2.0 attacks, Trojans and other forms of malware.

Finjan Secure Web Gateway Appliances for Enterprises



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