

IBM Advanced Replacement Service (ARS)



Finjan Procedure

February 2009

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NG-8000, NG-6000 and NG-5000 Series Appliances

Finjan's NG-8000 series runs on the IBM Blade Center platform. Finjan's NG-6000 series runs on the IBM System x3650 server, and Finjan's NG-5000 runs on the IBM System x3350 server.

IBM excels in swift and efficient hardware problem handling with its Advanced Replacement Service (ARS). The interface with IBM will be handled by Finjan Support –for Finjan's customers as well as its partners in a back-to-back manner. This enables our customers and partners to maintain one single thread for all their support issues.

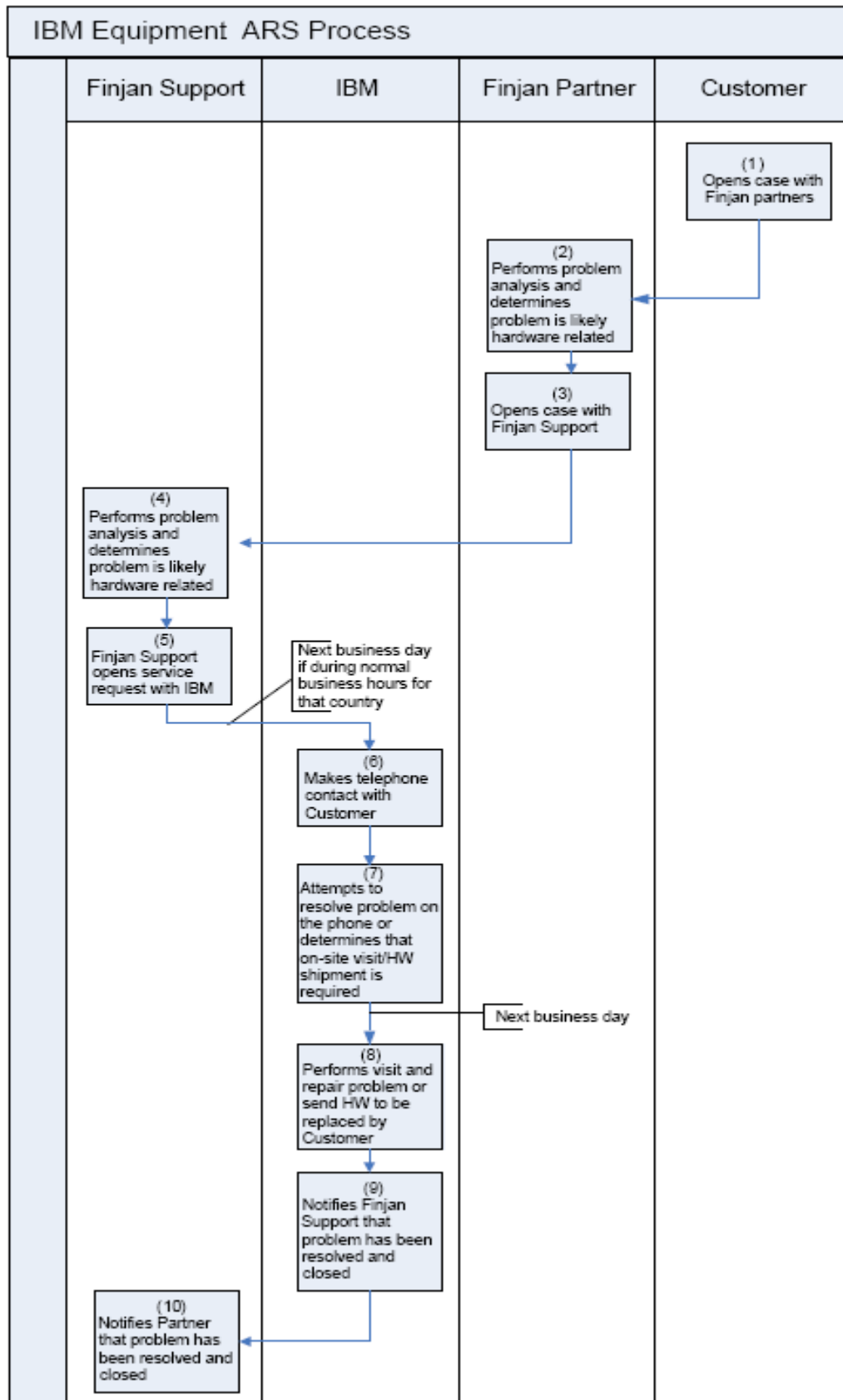
The warranty for the hardware is provided by IBM. For the exact content of the IBM Warranty we invite you to visit:

http://www-947.ibm.com/systems/support/machine_warranties/index.html

The various parties involved in the procedure are:

1. Finjan Support
2. Finjan Partner (Distributor and/or Reseller) as the case may be
3. IBM
4. Customer

The flowchart below delineates the process. Below the chart, you will find a description that provides additional information on each of the steps outlined in the flowchart.





Process Description

1. Customer opens a case with his/her Reseller or Distributor, business as usual.
2. Finjan Partner performs normal problem determination and suspects a hardware problem.
Note: see below whereby the process is effective even if at this stage Partner does not raise the possibility of hardware problem.
3. Finjan Partner (Distributor or Reseller) opens a case with Finjan Support. A Salesforce (CRM system) reference number is created and given to the Partner.

The following on-site support details should be included:

- a. Customer name and number
 - b. Customer contact information: name, phone number, cell phone number
 - c. Serial number of suspected blade center part (usually one of the blades) or NG-6000/NG-5000
4. Finjan Support performs normal problem determination and suspects a hardware problem.
Note: in the event that Partner did not suspect a hardware problem and step 3 did not include on-site support details, Finjan support will request these details from Partner at this stage.
 5. Finjan Support opens files for the hardware problem with IBM in the country of the Customer's site. Finjan Support updates its CRM system with the IBM reference number and any other information supplied by IBM.
 6. IBM will contact Customer (according to the contact details supplied above) during the next business day following the day the service request was being opened during normal business hours for that country.
 7. It is expected that IBM will do its own problem determination and attempt to rectify the problem by phone. Alternatively, IBM may determine that the problem is not hardware-related. In such a case, IBM will attempt to close the problem vis-à-vis Finjan Support (that opened the problem file).
Note: IBM's problem determination is not limited in time and it might therefore take some time to complete.
 8. Problem resolve:
 - 8.1 Following problem determination, if IBM determines that on-site service is required, IBM will schedule a service technician to arrive at the customer location on the next business day. Service will be provided from 8.00am to 5.00 pm in the local time zone, Monday through Friday, excluding holidays.



8.2 Some replacement units (such as hard drive, memory, etc.) will be shipped by IBM to the customer for replacement along with information and replacement instructions.

Note: The service levels specified above are response-time objectives only, and are not guarantees. The specified service level may not be available at all worldwide locations. Charges may apply outside IBM's normal service area. Certain machines with same-day onsite response-time objective may require the installation and use of remote connectivity tools and equipment for direct problem reporting, remote problem determination and resolution.

- 9.** IBM is obligated to confirm with Finjan Support (who opened the service request) to close the problem. As part of the problem closing, IBM will inform Finjan Support of the serial number of any relevant replacement parts.
- 10.** Finjan Support notifies Partner that problem has been closed and confirms the serial number of any relevant replacement parts.

In parallel to the above process, once the problem is opened with Finjan Support, a Finjan representative will follow up on the whole process, interacting with both IBM (for updates) and with Partner, as needed.