



NETIQ SUPPORT OFFERING

Platinum Support Program

Transforming product implementation into maximum product utilization and value

Overview

Because your IT department needs to maintain a high degree of responsiveness and agility, you need a flexible support plan – with timely and comprehensive services – to keep pace with your business needs and to effectively address your IT challenges. **NetIQ Platinum Support Program** delivers exactly that.

We've surpassed industry-standard support practices by developing a personalized, comprehensive approach to enabling advanced product utilization that allows you to more quickly and effectively achieve your business objectives.

NetIQ Platinum Support Program takes our existing Support services:

- Authorized NetIQ product experts
- Online Support Documentation
- Online Support Request Submission
- Qmunity forums, product notifications and alerts
- Online release notes
- Online KnowledgeBase
- Remote diagnostics

- Priority queuing via phone, e-mail and ticketing
- A targeted response time of one hour

And extends them to help you truly **maximize product value beyond implementation**, including:

- > **Consultant on Demand services** – for access to NetIQ product experts when you need them for real-time assistance with specific tasks and overall product utilization.
- > **Remote upgrade planning assistance** – to identify issues preemptively and to minimize problems during the upgrade or migration process.
- > **Remote health checks, performed quarterly** – to provide timely, collaborative recommendations for meeting of business goals, by ensuring utilization of the latest product features and alignment with your current business needs and technical structure.
- > **An annual capabilities assessment** – to further maximize efficiency and product utilization through targeted workshops and to assist in developing comprehensive roadmaps

for future growth based on short-and long-term business goals.

- > **Complimentary vouchers for public training classes** – to access specific product training – when you need it – to update skill levels and accelerate product utilization and value.

Our Commitment to Your Success

The **NetIQ Platinum Support Program** lets us help you achieve the greatest value from your NetIQ investment. By utilizing the latest features and advanced capabilities most effectively within your environment, you will realize a far greater return on investment through increased efficiency and productivity.

This unique support program will provide you with the expert guidance and personalized recommendations you need to not only implement NetIQ solutions successfully, but also ensure continued success for the long term.

About NetIQ

NetIQ is an enterprise software company

“What organizations are seeking today is more than just technical assistance – they need service solutions that provide access to expertise, staff on demand, training and intelligence delivered in a flexible way to support how and when they work. With NetIQ Platinum Support, NetIQ is redefining a new standard for service to help customers achieve long-term strategic value, business improvement and repeatable cost savings from IT and security investments.”

– Ron Milton
Vice President, Customer Value Realization, NetIQ

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with relentless focus on customer success. Customers and partners choose NetIQ to cost-effectively tackle information protection challenges and IT operations complexities. Our portfolio of scalable, automated management solutions for

Security & Compliance, Identity & Access, and Performance & Availability and our practical, focused approach to solving IT challenges help customers realize greater strategic value, demonstrable business improvement and cost savings

over alternative approaches. For more information, visit NetIQ.com.

Comparison of NetIQ Support Offerings




Support Plan	Essential	Premium	Platinum
eSupport			
Online Support Documentation	✓	✓	✓
Online Support Request Submission	✓	✓	✓
Qmunity forums, notifications and alerts	✓	✓	✓
Online Release Notes	✓	✓	✓
Online KnowledgeBase	✓	✓	✓
Support Services			
Authorized NetIQ product experts	4	10	12
Support Engineer access via telephone Monday - Friday (excluding holidays)	✓	✓	✓
Targeted initial response time	4 business hours	1 business hour	1 business hour
24x7x365 toll-free number		✓	✓
Remote Diagnostics (WebEx/GoToMeeting)	✓	✓	✓
Priority queuing (telephone, tickets and e-mail)		✓	✓
Remote Health Checks (performed quarterly)			✓
Annual Capabilities Assessment			✓
Vouchers for NetIQ product training			✓
Remote Upgrade Planning Assistance			✓
Consultant-on-Demand services			✓
Product Maintenance			
Hotfixes and inline releases	✓	✓	✓
Service packs	✓	✓	✓
New versions	✓	✓	✓
Access to beta program		✓	✓

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