

# Standard Support and Extended Support



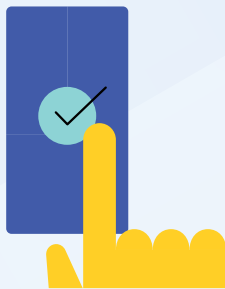
Flowmon Standard and Extended Support are comprehensive services to provide customers with **full support** for their Flowmon solution. With Standard Support, you get automated access to **updates and upgrades**, fast system support, **extended hardware warranty** onsite hardware repair. Extended Support extends Standard Support with other premium services. Your Flowmon solution keeps **the highest possible performance** and you maximize your investment.



Upgrades and Updates



Expert Maintenance



24/7 Phone Support



Flowmon Threat Intelligence

# Flowmon Standard Support

## Expert maintenance

Our support department is ready to help you with product configuration, system administration and resolving any problem that appears. The support includes access to the web customer centre, support via phone, email, remote support over SSH and consultation with our network / security specialists.

## Regular updates and upgrades

All software updates and upgrades are available.

## Extended hardware warranty

Up to 5 years.

## Flowmon Threat Intelligence for Flowmon ADS

With the Flowmon Standard Support programme you receive the most up-to-date, trustworthy databases for the precise detection of infected end stations or communication with botnet command & control centres. With Flowmon Threat Intelligence you also always have the latest detection methods so you can identify even zero-day threats and other unknown risks.

# Flowmon Extended Support

Extended Support includes all benefits of Standard Support service and brings other premium services:

## 24/7 phone support

## Keep Your Hard Drive

Service waiving the requirement to return a failed drive under warranty when you receive a replacement.

## Priority Support

Cases opened by customers are processed with high priority.

## Mission Critical

4-hour\*\* onsite HW warranty

\* Next-Business-Day hardware support of 100GbE network interface card (valid for IFP-100000PROQSFP28, IFP-200000PRO-QSFP28) is a subject of current availability in the respective region.

\*\* Availability may vary by country. Mission critical 4-hour repair for HW components, does not include SW configuration. Critical hardware components are stored in distance appropriate for 4-hour delivery. Other may be available next day.



More information at [flowmon.com](https://www.flowmon.com)