



Business Intelligence

Data Centre

Cloud

Mobility

Security

# Enterprise Computing Solutions – United Kingdom

## Support and Maintenance Matrix

# Your Carefree Package



Service	Description	Check Point	Crossbeam	F5 Networks	ForeScout	McAfee	Kaspersky Lab	NetApp	Palo Alto Networks	Pulse Secure	Riverbed	Symantec ***
8x5 Telephone Support	8x5 Telephone support 9am - 5pm Mon-Fri (excluding statutory English holidays)	•		•			•			•	•	•
24x7 Telephone Support	24x7 Telephone support 24x7x365	•		•				•	•	•	•	•
Arrow Assist	Telephone support, hands-on remote access, monitoring, vulnerability scans and configuration backups	•		•							•	•
Arrow Alliance	Available for a select number of vendors, provides all the benefits of Assist but with the addition of regular consultative on-site meetings to create and review an annual policy and maintenance schedule											•
Managed Security Services	Full firewall management, telephone support and hardware maintenance	•										
Next Business Day	8x5xNBD Advance hardware replacement	•	•		•			•	•	•		•
8x5x8hr On-site*	8x5x8hr On-site hardware replacement	•		• □		•		•		•		•
Next Business Day On-site	8x5xNBD On-site Hardware Replacement				•				•	•		
8x5x4 On-site	8x5x4hr On-site hardware replacement	•	•	• □				•		•	•	•
24x7x4 On-site	24x7x4hr On-site hardware replacement	•	•	• □	•	•		•	•	•	•	•
24x7x4 Replacement	24x7x4 Advance hardware replacement								•			•
Premium Restoration**	High-level re-configuration facility in addition to our enhanced hardware replacement services	•		•							•	•
Hardware Monitoring	Proactive monitoring of security appliances	•		•				•				•
Secure Data Transportation and Destruction	Secure transportation of defective disks/devices and data erasure using CESG accredited software or physical destruction	•	•	•	•	•		•	•	•	•	•

\* Ireland Only \*\* Standard on-site Support is a pre-requisite for this service \*\*\* Formerly Blue Coat □ Engineer Only

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**V | Five Years Out**