Maintenance & Support Agreement

Putting your mind at ease

advenica

With the Advenica Maintenance & Support Agreement (MSA), a powerful, highly skilled and professional team will be working for you, ready to step in to solve your issues. Advenica Customer Services provides personalised assistance and expertise that will speed up issue resolution and minimise potential downtime.

Availability

- Monday-Friday (excluding public holidays) 8:00-16:00 (CET or EET)
- Other support levels can be arranged upon request.

Required information

In order to provide the best possible service, we depend on correct and sufficient information being provided by you. The information generally required is:

- Name of the company or organisation.
- Name, title, e-mail and phone number of the person making the support request.
- Model and serial number of the affected Product(s).
- Detailed description of the issue or defect.

You should always make sure that the person making a support request has been trained in how to use the Products, and is available if further information is needed in order to solve the support matter.

Reliability and expertise

The MSA is adaptable to your specific needs - we have the solution you require. Advenica provides professional assistance with your emerging issues, covering everything related to system operational support and troubleshooting support.

To make sure you can reach us quickly and easily, you will be provided with a dedicated telephone number and e-mail address.

Advenica provides general advice as to the functionality of the products and basic troubleshooting, as well as system operational support, advanced troubleshooting and remote assistance. Reported issues will be categorised as high, medium or low priority depending on its impact on your daily operations.

Advenica will confirm that the support request has been received by providing a support confirmation by phone or e-mail. This will include a support registration number to be referred to in further communications regarding the support request. Relevant information related to reported issues is stored in our customer support system, where it is only accessible to the members of the support team. That way you know that the support engineer you are in contact with is quickly up-to-date.

Stay updated and secure

To ensure that your Advenica products stay future-proof, software updates and upgrades that do not require new hardware are regularly released. Any impact they might have on your system can be discussed with Advenica Customer Services before they are implemented. An "Update" includes bug fixes and other minor improvements of software or firmware, while an "Upgrade" may include new functionality. Advenica always sends a notification whenever a new release becomes available.

Response times

Advenica will apply response times set out below during workday business hours (calculated from confirmation receipt of the support request and based on selected service level):

• High Priority Issues, within 3 hours.

• Medium Priority Issues, within 24 hours.

• Low Priority Issues, within 3 workdays.

"High Priority Issues" are issues that stop your daily work without the possibility of a work-around. "Medium Priority Issues" are issues that stop your daily work, but a work-around is available. "Low Priority Issues" are issues that affect the functionality of the Products without stopping your daily work.

General terms

Customer Services is available for all Products provided by Advenica, including hardware, firmware and software. The agreement will not cover any changes made to the Products or any specific development that has been made to the Products by you or by a third party.

Repair service

All hardware comes with a 1-year Standard warranty. During the warranty period you are entitled to send in any faulty devices for assessment. To keep control of your future costs, you can add an optional Extended warranty for all your hardware.

More information & contact

Advenica Customer Services can be reached by calling +46 (0)40 60 80 401 or by e-mailing helpdesk@advenica.com.

For more information, please visit our website advenica.com/contact-us

helpdesk@advenica.com
+46 40 60 80 401

Advenica provides expertise and world-class high assurance cybersecurity solutions for critical data in motion up to Top Secret classification. We enable countries, authorities and companies to raise information security and digitalise responsibly. Founded in 1993, we are EU approved to the highest level of security. Our unique products are designed, developed and manufactured in Sweden.

Read more at advenica.com

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