

Compare Service Offerings

Component	Gold	Platinum (250+ Users)
Online Knowledge Base/ Documentation / Forums	✓	✓
Online Portal Access	✓	✓
Email & Web Support	✓	✓
Global Support Center Access	24x7x365	24x7x365
Maintenance Window Coverage	✓	✓
In-depth Root Cause Analysis	✓	✓
Software Releases & Updates	✓	✓
Support Notifications	✓	✓
E-Learning	✓	✓
Escalate Now	-	✓
Quarterly and Annual Business Reviews	-	✓
Skip Tier Support (Expert to Expert)	-	✓
Health Check Analysis	-	✓
Support Upgrade Recommendation	-	✓
Product Issues Impact Review	Optional Add-on	✓
Targeted Response Times (Priority 1/2/3)	✓	✓
- Priority 1	1 hour	30 minutes
- Priority 2	1 hour	1 hour
- Priority 3	8 hours	4 hours
Resident Engineer	-	Optional Add-on
US Citizen Support	-	Optional Add-on
DSAM	Optional Add-on	Optional Add-on
LCSM	-	Optional Add-on
Customer Success Manager	-	Optional Add-on
Keep Your Hard Drive Service	Optional Add-on	Optional Add-on

Service Comparisons

	D-SAM	L-CSM	CSM
Single point of contact within Pulse	✓	✓	✓
Provide account set up assistance	✓	✓	✓
Software upgrade handling	✓	✓	✓
Deployment assistance	✓	✓	✓
Case initiation and onboarding	✓	✓	✓
Product onboarding	✓	✓	✓
Product migration assistance	✓	✓	✓
Remote operational reviews		✓	✓
Skip-tier escalation		✓	✓
Onsite operational review			✓
Provide service support plan			✓
Active tracking of service deliverables			✓
Logistical assistance with HW			✓
Add on pre-requisite tier	Gold/Platinum	Platinum only	Platinum only
Quarterly case reviews	upon-request	upon-request	✓
Service duration	90 days	12 months	12 months

Hardware Replacement Options

	Return to Factory	Same Day	Same Day Onsite Tech	Next Day	Next Day Onsite Tech	Five-Business Days
Advanced Replacement		✓	✓	✓	✓	✓
Pulse Secure Pays Shipping costs		✓	✓	✓	✓	✓
10 days to return defective parts	✓	✓	✓	✓	✓	✓
5-Business Days Delivery (Partners only)						✓
Next Business Day Delivery				✓	✓	
Same Day Delivery		✓	✓			
Onsite Technician			✓		✓	

Service Level Agreement (SLA):

Same Day: 4 hours parts delivery - 7 days a week 24/7 (Including Holidays)

Next Business Day (NBD): 5 days a week, 9 hours a day parts delivery. Replacement parts order must be processed no later than 2PM at the destination local time zone. Local Holidays are excluded and replacement parts will be scheduled to arrive the next Business day after the Holiday

Same Day Onsite Technician: 4 hours part delivery with on site technician

Next Day Onsite Technician: 5 days a week, 9 hours a day parts delivery. RMA order must be processed no later than 2PM at the destination local timezone

Note: These SLAs are based on shipping addresses that match the Installed At address in your Pulse Secure support contract.
