

Gold Support Services

Service Overview

Pulse Secure Gold Support provides phone and online assistance globally to help you resolve any issue with your Pulse Secure Solution. Our Gold Support is designed to increase the productivity of your work force and to reduce operational costs by resolving issues faster and helping you detect issues before they disrupt your network. Gold Support includes unlimited access to our Global Support Centers, online tools, onboarding and configuration support for PZTA, maintenance window coverage, software updates, security vulnerability notifications, and other support services to meet your support needs.

In addition, customers can choose one of our expedited hardware replacement options including Same Day, Same Day with On Site Technician, Next Day, and Next Day with On Site Technician.

Service Description

Pulse Secure Gold Support provides reliable 24x7x365 support, and e-learning. We offer one of the fastest response times in our industry for various case priorities. With our Gold Support, you get remote assistance over the phone or online. In addition, you get unlimited access to our Knowledge Base systems, forums, and technical publication library that you can use for self-service or for training your team on Pulse Secure products.

Key Benefits

- Resolves support issues faster with priority case handling
- Increases the efficiency of your operational team by leveraging our cutting-edge case management tool that dynamically searches our knowledge base and provides solutions to common issues in real time.
- Lowers operational expenses by using Proactive Notifications, KB system, and Maintenance Window coverage to reduce the time needed for problem identification, troubleshooting, and solution implementation.
- Improves system availability with regular maintenance releases and new software releases that enable your deployment to be current and compatible with the latest Operating Systems and business applications for desktops and mobile devices.
- Protects your business and customers through the receipt of regular notifications that include actionable information on security vulnerabilities and their fixes to help you reduce your exposure to vulnerabilities and to minimize risk.
- Faster time to value for our PZTA Secure Access solution through deployment and adoption assistance from a team of experienced customer success managers.

Key Features and Components

Table 1: Key Features of Gold Support

Feature	Description	Benefit
Technical Support	Gain access to 24x7x365 Pulse Secure Global Support Center engineers, software updates, online access to our knowledge base, online tools, and hardware replacement options.	Tailor a comprehensive range of post deployment technical support plans to meet the specific requirements for your network environment.
Effective incident management and Root Cause Analysis	Work with our support team to quickly detect the root cause of issues, troubleshoot, analyze possible solutions, and create a root cause analysis that provides actionable insights on the issues with corrective actions to prevent any future occurrence	Reduces down times with faster issue resolution and valuable insights that helps to increase overall system availability
Proactive Customer Success Services	CSA(L1) pool can call customers up to two times a year to check on adoption and usage related issues	Customer realizes all the benefits from Pulse Secure Solution
Onboarding and deployment assistance for PZTA	Get proactive support for PZTA onboarding and configuration support for Controller and Gateway	Reduce your time to deploy and get benefits out of PZTA deployment faster.
Targeted proactive bug and security vulnerability notifications	Get pro-active notifications on bugs and security vulnerabilities using our Security Advisory notifications and Product notifications that deliver valuable notifications for critical and major product bugs that may impact your network	Proactive notifications help reduce the time spent by your operations manager for review and provide actionable information to help prevent down time due to software bug or security vulnerability
Effective escalation management	Escalate issues to Pulse Secure Management by using case priority or by calling in and requesting to speak to a duty manager. Our duty managers are available globally on a 24x7x365 basis	Rapid escalation empowers you to accelerate the resolution of your issue of if there is a change in the issue priority
Knowledge transfer	Access a series of e-learning courses on product troubleshooting features	Provide comprehensive training for staff members at their convenience and continue the education process for staff management
Service Enrichment Add-Ons	Keep Your Hard Driver Service, Product Issues Impact Review	Provide additional security protection of your log files and an annual report that gives valuable insights on the impact of known issues to your deployment

Gold Service Deliverables

Component	Gold
Global Support Center Access	24x7x365
Targeted Response Times (Priority 1/2/3)	
Priority 1	30 Minutes
Priority 2	1 Hour
Priority 3	8 Hours
Proactive Customer Success Services	L1 CSA pool (up to 2 calls/Year)
Online Knowledge Base / Documentations / Forums	✓
Online Portal Access	✓
Maintenance Window Coverage	✓
In-depth Root Cause Analysis	✓
Software Releases & Updates	✓
Support Notifications	✓
On-demand Onboarding Assistance for PZTA	✓
Usage Analysis and Adoption Reports for PZTA	✓
Product Issues Impact Review	Optional Add-on
Keep Your Hard Drive Service	Optional Add-on