

# Pulse Secure Protection Services

Pulse Secure Support helps you maintain your Secure Access deployment and provides rapid response for issue resolution. Our support centers are conveniently located in APAC, EMEA, and North America to provide local language support to customers and partners globally.

Pulse Secure Support is available 24 hours a day, seven days a week, 365 days a year. We provide the industry's fastest response time for P1 cases. In addition, we empower customers to escalate issues to our global management team from a single click on our support site.

We offer different levels of support based on your needs and the complexity of your Secure Access deployment.

## Global Support Center Access

Pulse Secure Gold Support includes anytime, any day access to our Global Support Centers by phone or online. Our Gold Support includes access to Pulse Secure Knowledge Base, Forums, Technical Document Library, Software Updates, and other support tools. As a Gold Support customer, you also get Return to Factory (RTF) Return Material Authorization (RMA) Service for hardware failures for one year, Maintenance Window Coverage, and In-depth Root Cause Analysis on any issue. You can upgrade your RMA service to Same Day or Next Business Day Delivery. Together, these preventive services protect your deployment and help you avoid issues during maintenance windows.

## Platinum Support

Pulse Secure Platinum Support includes all the services in the Gold Support tier. As a Platinum Support customer, you will also get skip-tier-support with direct access to our expert team. This means that a dedicated team of senior engineers will handle all your support cases. In addition, you will get faster response times on any case. Our Platinum Support includes Return to Factory (RTF) Return Material Authorization (RMA) Service for hardware failures, Health Check Analysis, Quarterly Business Reviews, and Product Issues Impact Review that provide you valuable insights into your deployment and help you prevent issues before they occur. You can upgrade your RMA service to Same Day or Next Business Day Delivery.

## Fast, Global Return Materials Authorization (RMA)

Pulse Secure RMA services provide expedited hardware replacement to enable a rapid replacement of defective hardware and to minimize down time. Our RMA options include Same Day or Same Day with onsite installation engineer, Next Day or Next Day with onsite installation engineer, and Return to Factory (RTF). Our hardware depots are strategically located in APAC, EMEA, North America, and South America to enable expedited RMA services to customers and partners globally.

## Support Add-On Services

Our add-on services offer additional services to meet the specific needs of your business. Some add-On services are included in the Platinum Support tier.

### Pulse Secure Support Add-on services include:

- Support Account Manager (SAM)
- Product Issues Impact Review (included in Platinum)
- US Citizen Support
- Keep Your Hard Drive Service
- Resident Engineer

### Phone Support

You can contact Pulse Secure support by phone at 1 (844) 751-7629 (toll free, US) or using one of our regional phone toll free numbers.

### Online Support

You can also contact Pulse Secure support through our Customer Support Center.

### Global Support Centers

#### • Global Escalation Center

San Jose, USA

Shirley, USA

Bangalore, APAC

Cambridge, EMEA

#### • Global Support Center

Fargo, USA

Bangalore, APAC

Malina, APAC

Cambridge, EMEA

