



## Platinum Level Support Program

LiveSecurity® Platinum provides premium level support services for customers with mission critical requirements and complex environments with multiple WatchGuard devices. Along with fast response to issues as they arise, LiveSecurity Platinum provides regular reviews and proactive notifications of updates and upgrades. With the Platinum support program, an assigned Technical Account Manager helps you to achieve your strategic goals with WatchGuard products.



LiveSecurity support "...is **exactly what I was looking for in a company to partner with.**"

Aron Siegel  
Aspen Information Management

### Premium Level Support for Mission-Critical, Complex Environments

#### 24/7 RAPID-RESPONSE TECHNICAL SUPPORT

LiveSecurity Platinum provides access to telephone and web support from a team of security experts.

- We respond quickly – targeting a one-hour response time for Platinum customers
- Support is available 24 hours a day/7 days a week to ensure constant coverage

#### PERSONALIZED SERVICE

Central to the success of the program is the **Technical Account Manager (TAM)**, an assigned technician who understands your business and how a WatchGuard solution fits into that environment. Your TAM offers expertise, access, and commitment to help you get the most from your network security investment.

Using a proven methodology, the TAM acts as a cross-functional facilitator and guides you in best practices. You benefit from having access to an experienced security professional who understands your needs, and a champion who ensures that you get timely, targeted responses.

#### QUARTERLY ACCOUNT REVIEWS

Your TAM schedules Quarterly Account Reviews, which are an opportunity to review the ongoing status of your WatchGuard solution and support. Topics include:

- Summary of incidents logged and resolution status
- Review of any open incidents
- Architecture reviews
- Update on latest firmware releases

#### FREE SOFTWARE UPDATES AND UPGRADE PLANNING

All LiveSecurity subscriptions deliver feature enhancements, full-rev updates, and new capabilities as long as a subscription is active. With Platinum support, your TAM will review any new features and enhancements and release schedules as part of the Quarterly Review process. Upgrade planning will cover the best way to roll out new versions of both hardware and software throughout your company.

#### HELP SHAPE THE PRODUCT

WatchGuard Product Management participates in the Quarterly Review process, providing regular roadmap updates. As a Platinum subscriber, you can speak directly with our Product Management team to discuss new features and enhancement requests.

#### PROGRAM REQUIREMENTS

Platinum LiveSecurity\* is purchased as a single annual subscription to cover all appliances on an account. Each appliance must be covered by a regular LiveSecurity subscription. Appliances can include:

- All XTM and e-Series appliances, including Edge and XTM 2-Series\*\*
- All XCS appliances and Quarantine Management Server
- All SSL appliances

\*LiveSecurity Platinum is an account-wide support upgrade that provides an assigned TAM. Each appliance on the account must continue to maintain an active LiveSecurity subscription at one of the other levels.

\*\*A platinum support contract is the only way to get 24x7 support for XTM 2 Series appliances.