

Rohde & Schwarz  
Service that adds value

R&S® PACE 2  
Application Awareness



We support  
you all the  
way...

...and offer  
advantageous  
service level  
agreements to  
ensure maximum  
availability.

At Rohde & Schwarz, the support cycle begins at the early product design stages to guarantee the most professional and efficient service. We continue our support through the entire product lifecycle, ensuring that your customers are satisfied with their network classification. All of the Rohde & Schwarz service offerings are designed to create an unforgettable and satisfying customer experience where your expectations are not only met, but repeatedly exceeded.

# R&S® Service Level Agreement: qualified service you can count on



## **Market-leading products and superior service**

The solutions from ipoque, a Rohde & Schwarz company, combine the latest achievements in software development with the know-how and experience gained over many years. In line with the Rohde & Schwarz philosophy, the high level of expertise does not stop with product development, but is maintained during the operational life of the products thanks to the services offered.

## **We support you all the way**

Different support channels as well as regular software and test case updates are essential for maintaining high product

availability. ipoque, a Rohde & Schwarz company, offers complete packages and solutions for servicing the products. Our objective is customer satisfaction throughout the entire product lifecycle.

## **Calculable operating costs**

Unexpected downtimes disrupt operations and tie up valuable resources in administrative and order approval procedures. Unfortunately, failures in highly complex products and solutions can never be fully prevented – but the time and expense associated with such failures can. Our service contracts mean calculable operating costs and allow you to focus on your core tasks.

# Support channels

We offer full-range services. Customer care is especially important to us. We support you with services tailored to your needs:

- Short response times are ensured by the online issue tracking service
- Short system downtimes are ensured by quick problem workarounds
- Our experienced system specialists offer excellent support

The following support channels are available:

## **Online ticket tracking service**

We maintain an online ticket tracking service. Customers receive dedicated access log on credentials which can be used to:

- Open/manage unlimited troubleshooting issues
- Handle priority levels
- Stay tuned to ticket status
- Share documents and attachments
- Receive information about software updates and new releases

## **On-site support**

We organize on-site customer visits by customer support specialists/consulting engineers to offer you:

- Face-to-face consultation to maximize system utilization
- Up-to-date information on the latest software enhancements
- System performance optimization
- Collection of requests for new features

## **Hotline service**

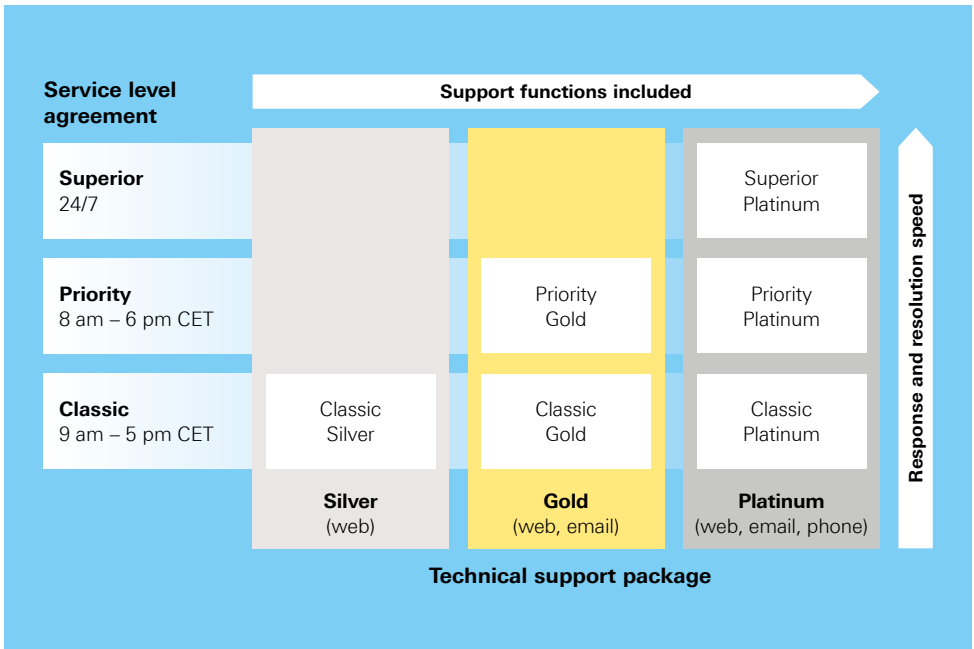
Designated support engineers are available for all questions related to system hardware, software, functionality and handling during business hours (CET).

An emergency hotline is available out of office hours 24/7.

# Tailored to your needs

## Service & support matrix

Rohde & Schwarz services are offered as a combination of a software maintenance service package and response times.



## Response times

We offer three different response time frames to react to service requests.

KPI	Severity	Response within	Classic 9 am – 5 pm CET	Priority 8 am – 6 pm CET	Superior 24/7
First technical response	<b>Critical</b>		8 business hours	6 business hours	2 hours
Recovery			2 business days	1 business day	8 hours
Resolution			20 business days	7 business days	7 days
First technical response	<b>Major</b>		3 business days	1 business day	1 day
Recovery			20 business days	15 business days	10 business days
Resolution			90 days	60 days	30 days
First technical response	<b>Minor</b>		5 business days	1 business day	1 business day
Recovery			60 business days	30 days	30 days
Resolution			180 days	90 days	60 days

## Software maintenance service packages

The following service packages are available:

Service package		Silver	Gold	Platinum
24/7 problem reporting		•	•	•
Software downloads, updates and maintenance		•	•	•
Support channels		web	web, email	web, email, phone
Adaptable service level agreements			•	•
Integration consulting	Remote	•	•	•
	On site		• 2 days included per contract except travel expenses	• 5 days included per contract except travel expenses
Support assistance	Remote	•	•	•
	On site		• 2 days included per contract except travel expenses	• 2 days included per contract except travel expenses
Remote technical consulting		optional	optional	•
Monthly support performance report			optional	•
Proactive communications and alerts				•
Dedicated support account manager				•

# Service package details at a glance

## **24/7 problem reporting**

Our ticket tracking service allows you to submit unlimited problem reports around the clock from anywhere in the world.

## **Software downloads, updates and maintenance**

The R&S®PACE 2 engineers are continuously working on developing new classification algorithms for new protocol signatures. Software updates are rolled out several times a year with feature upgrades and bug fixes at more regular intervals.

They are provisioned through the Customer Portal. The Customer Portal can be used to:

- Download software
- Get software updates containing new features and improvements
- Get maintenance releases solving reported issues

## **Support channels**

Based on the selected service package, different support channels are available:

- Web: Customer Portal and ticket tracking system
- Email: Customer Support email address
- Phone: Customer Support hotline (business hours apply)
- An exclusive hotline is available for 24/7 support

## **Adaptable SLAs**

To help you meet your own response times, our default response times can be adjusted.

## **Integration consulting**

Customer Support coordinates the product's integration into your solution. Depending on the service package, consulting engineers are available for on-site assistance.

## **Support assistance**

Remote assistance sessions coordinated by Customer Support are available to solve reported problems. Depending on the service package, consulting engineers are available for on-site assistance.

## **Remote technical consulting**

As part of the product planning and evaluation phase, we offer remote technical consulting (telephone conferences, online sessions, etc.).

## **Monthly support performance report**

The monthly support performance report helps customers evaluate Customer Support. It contains an overview of all open inquiries, helps customers identify bottlenecks and understand the fulfillment rate of the agreed service level.

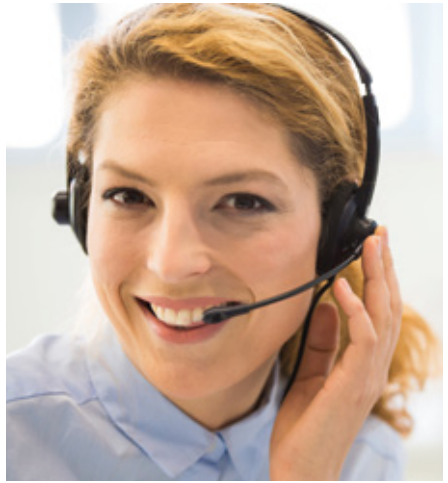


### **Proactive communication and alerts**

If and when we become aware of issues affecting customers' solutions, Customer Support gets in touch proactively.

### **Dedicated support account manager**

As a customer, you are assigned a dedicated support account manager. The support account manager is responsible for the day-to-day relationship between ipoque, a Rohde & Schwarz company, and the customer. The support account manager is the point of contact for all queries including service delivery, customer service, etc.



## Additional support services

The agreed support items listed above can be enhanced with additional support service agreements. This is subject to negotiation. The following additional support services are available:

### **Implementation of five new application or protocol classifications**

Application/protocol classifications have to be in the public domain (e.g. no private proprietary apps). They have to be agreed with us in advance.

### **On-site classroom training**

Our on-site classroom training gives you a hands-on, interactive learning experience with expert instructors. Practice using our products and their functionality under supervision.

### **Migration consultancy service**

The migration consultancy service helps customers to migrate their solution in an optimal time frame and with the investment of acceptable development resources.

# What our customers say...

“As an early adopter of ipoque’s technology, we managed to release one of the first next-generation firewalls almost 9 years ago. Beyond award winning products we are committed to providing excellent support to our customers and partners. This is only possible if our technology partners, also, live up to the same high expectations.

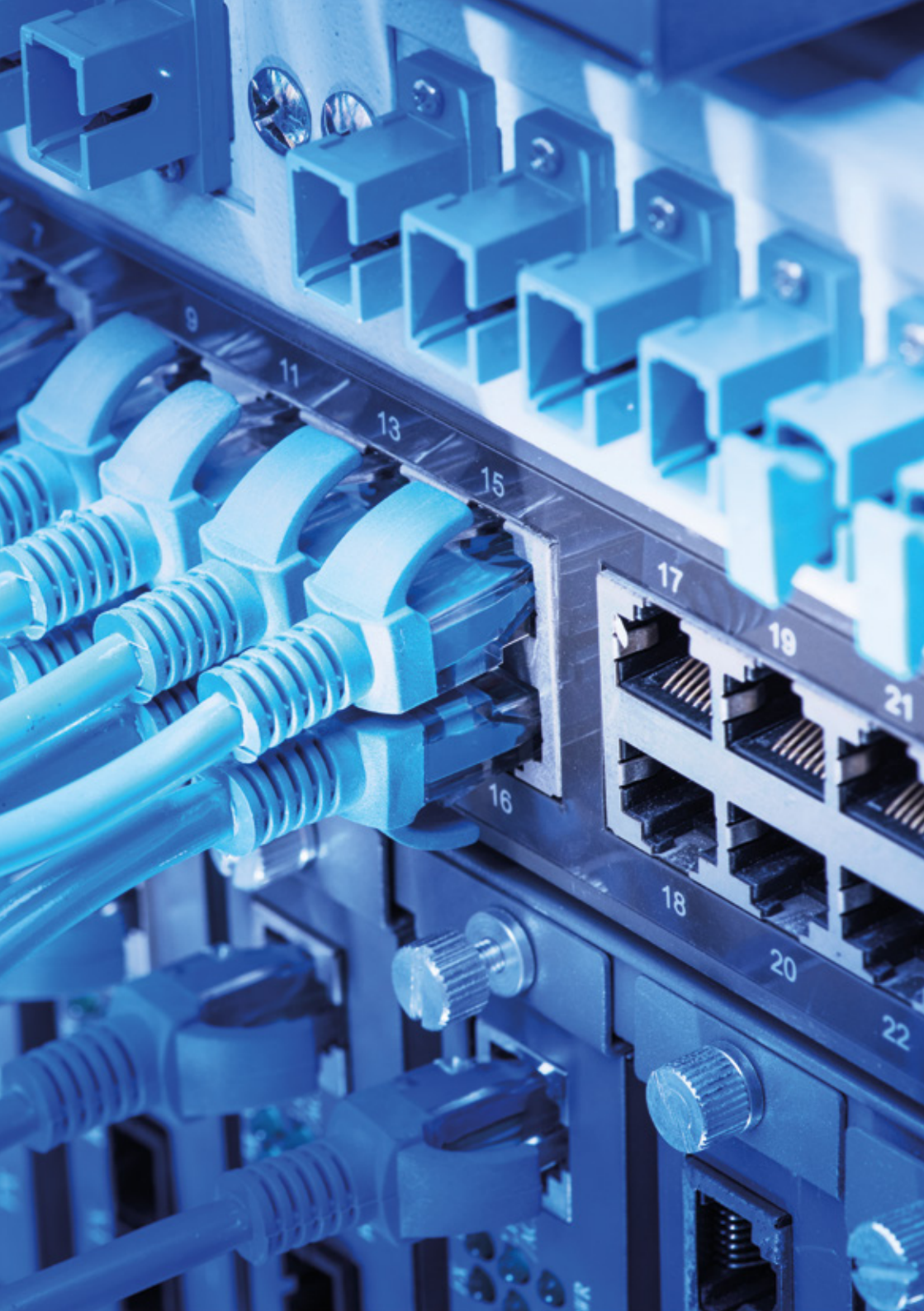
Throughout the past 9 years we have always felt very well looked after by ipoque who have always been highly committed to providing a timely solution to any problems.”

**Barracuda Networks**

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“We are extremely satisfied with the support and response we have received from the ipoque team. Their strong understanding of our needs and prompt, expert service delivery exceeded our expectations. ”

**Infotecs, technology partner**



## Service that adds value

- | Worldwide
- | Local and personalized
- | Customized and flexible
- | Uncompromising quality
- | Long-term dependability

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