

ENTERPRISE



# WAN Optimization Support Services

## Premier Support and Maintenance Services

Silver Peak offers flexible support and maintenance services that complement our best-in-class software products. From deployment through operations, Silver Peak has the expertise required to make data acceleration simple, reliable, and cost-effective.

Silver Peak offers a variety of flexible maintenance programs to give customers the help they need—when they need it most. All hardware is covered for one year from purchase as part of a standard warranty, which includes free replacement or repair. Software is covered under warranty within the first 90 days. In addition to the standard warranty, Silver Peak offers the following support programs:

- **Silver Peak Gold**, a robust support and maintenance offering that allows customers full access to all electronic support services and all major, minor and maintenance software updates. Silver Peak gold includes around-the-clock technical assistance and advanced replacement.
- **Silver Peak Platinum**, a premium service designed for mission-critical networks. This program includes full access to Silver Peak support services, including around-the-clock technical assistance, prioritized problem resolution and advanced replacement, including all major, minor and maintenance software updates.

# Flexible Customer Support and Maintenance Programs

The following chart includes an overview of Gold and Platinum support and maintenance offerings.

	<b>GOLD</b>	<b>PLATINUM</b>
<b>TERM</b>	Annual (multi-year plans are available)	Annual (multi-year plans are available)
<b>WEB-BASED SUPPORT PORTAL</b>	Unlimited 24 x 7 365 access, including software downloads, technical documentation, and online knowledge base	Unlimited 24 x 7 365 access, including software downloads, technical documentation, and online knowledge base
<b>SOFTWARE UPDATES</b>	Major and minor feature releases; maintenance releases	Major and minor feature releases; maintenance releases
<b>TECHNICAL SUPPORT</b>	24 x 7 x 365 Phone / e-mail / web	24 x 7 x 365 Phone / e-mail / web
<b>RESPONSE TIMES</b>	4 hours	2 hours
<b>ADVANCED REPLACEMENT VIA PRIORITY SHIPMENT</b>	Ships same business day if case is submitted and verified by 12:00 p.m. local time of the supporting depot during a normal business day.	Ships same business day if case is submitted and verified by 12:00 p.m. local time of the supporting depot during a normal business day.
<b>CONVERT PHYSICAL TO VIRTUAL</b>	Convert NX hardware appliance to equivalent VX perpetual license at any time, free of charge. Valid only with current maintenance contract.	Convert NX hardware appliance to equivalent VX perpetual license at any time, free of charge. Valid only with current maintenance contract.



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SP-DS-WAN-OPT-SUPPORT-SERVICES-032619