





Premium Customer Support

Premium Customer Support from Ipswitch File Transfer assists you with the continued success of your Ipswitch File Transfer product deployment. As an optional service, Premium Customer Support includes resources that help with the planning, installation, training, upgrading, troubleshooting, and maintenance of Ipswitch File Transfer products. Whether you are just starting out or are a seasoned professional, Premium Customer Support is there to provide a helping hand if you need it. Premium Support includes a suite of dedicated Ipswitch resources as well as scheduled product maintenance to ensure your success.



Technical Account Manager

A technical account manager will be assigned to your organization. This consultant works directly with your organization to understand your implementation, and how to best solve your business needs. Think of them as an extension of your team. Your organization can then leverage the technical consultant for:

- Monthly Consultation(s): Scheduled monthly consultations, lasting up to one hour, for any needs related to your lpswitch File Transfer deployment.
- Upgrade Assistance: Up to eight hours of upgrade consulting per maintenance year. All upgrade and migration projects require a Statement of Work. Eight hours will be credited against the total project cost for larger upgrade projects.



Extended Support

- Health Check(s): The Technical Account Manager will remotely
 evaluate your Ipswitch File Transfer deployment and provide
 recommendations on how to improve stability, performance,
 and process flows. In addition to verbal feedback during the
 system evaluation, the Technical Account Manager will provide
 recommendations in a summary delivered after completion.
 One system analysis per maintenance year up to three hours in
 duration for each product.
- Emergency 24/7 Support: This service allows you to contact our support team during off hours for emergencies only and at no additional cost.
- Ipswitch U eLearning (MOVEit only): This service includes 24/7/365 access to the Learning Management System portal, providing a comprehensive source of knowledge for operational and technical aspects of our products. The system presents content via video tutorials, which demonstrate the user interface, specific features or processes, and are paired with supplemental documentation resources. Ipswitch U provides the tools and resources necessary to ensure that your Ipswitch file transfer product is leveraged to the fullest.



Introducing the Ipswitch U Learning Management System portal, for 24/7/365 access to eLearning and supplemental documentation. Ipswitch U provides comprehensive, on-demand video tutorials for MOVEit products.

Additional Services

In addition to a dedicated Technical Account Manager, the following services and benefits will also be available to you:

- Named Support Contact: You will have the ability to directly contact a named senior support engineer who will serve as the point of contact for all of your technical support needs. This individual will have the ability to escalate issues if required. Access to the standard support gueue is also still available.
- **Discounted Service Rate:** A 20% discount will be given for all services purchased during the maintenance year that are not directly covered by this premium support offering.

Ipswitch's commitment to your success is always our top priority. You will find that our Premium Customer Support not only helps smooth the bumps you may experience in your deployment, but also helps reduce unexpected costs by providing a staff of experts to aid in solving whatever problems you may face. As an extension of your team, Ipswitch Premium Customer Support resources also help strengthen your file transfer deployment knowledge and expertise today and long into the future.

