

# Abaca® Support Services

SILVER SERVICE, GOLD SERVICE, PLATINUM SERVICE

**FOR YOUR BUSINESS TO THRIVE, YOUR INFRASTRUCTURE MUST REMAIN SECURE. THE ABACA TECHNICAL SERVICE TEAM DELIVERS THE SUPPORT YOU NEED TO PROTECT YOUR MESSAGING ENVIRONMENT.**



## Highlights

- ▶ Access to Abaca experience and expertise through our certified support technicians
- ▶ Professional installation assistance
- ▶ Diagnosis and service issue resolution through direct system access with remote management tools
- ▶ Expert telephone technical assistance and troubleshooting by Abaca's certified support technicians
- ▶ Ongoing software updates and hardware support
- ▶ Online case creation and management, online tutorials and installation guides available through the Abaca Support Center

A direct support relationship with Abaca allows you to optimize your IT efficiency and give you the most from your Abaca solution. Abaca offers a comprehensive set of support programs. Designed to be flexible, our service offerings allow you to select the program that best suits your business model.

**Platinum Service** gives you rapid access to our experienced and highly-skilled email security support staff. Around-the-clock, live telephone support delivers emergency product assistance when you need it most.

- ▶ Unlimited 24x7 Telephone Support
- ▶ 24x7 Web Support
- ▶ Hardware Replacement
- ▶ Unlimited Access to Minor and Maintenance Releases of Abaca Software
- ▶ Periodic, Proactive Spam Reviews

**Gold Service** is designed for companies that require support only during the work week. Take advantage of all Platinum Service benefits without the after-hours coverage.

- ▶ Unlimited 8x5\* Telephone Support
- ▶ 8x5\* Web Support
- ▶ Hardware Replacement
- ▶ Unlimited Access to Minor and Maintenance Releases of Abaca Software
- ▶ Periodic, Proactive Spam Reviews

**Silver Service** is provided for businesses that require only base-level support assistance.

- ▶ Installation Assistance
- ▶ Hardware Replacement
- ▶ Unlimited Access to Minor and Maintenance Releases of Abaca Software
- ▶ Full Access to Abaca Support Center

*"Abaca's technical support team is extremely responsive. They always get back to us within half an hour with the answers we need."*

- Steven Diggory

Technical Manager, PersonalizationMall.com

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## Summary of Abaca Support Service Offerings

Comprehensive support offers a program designed for your business need—choose from Platinum Service, Gold Service, or Silver Service.

		PLATINUM	GOLD	SILVER
What is Included?	Description	Coverage		
Live Support	Toll-free (where available) telephone support	24x7	8x5*	—
	Online chat support	24x7	8x5*	—
	Support incidents	Unlimited	Unlimited	—
	Support contacts	Unlimited	Unlimited	—
	Installation assistance	Included	Included	Included
	Remote management service	Included	Included	Included
	Email support with a 24 hour response charter	Included	Included	Included
Abaca Support Center	Email alerts on product patches, upgrades, and more	Included	Included	—
	Open and track technical support cases	Included	Included	Included
	Search and view support case history	Included	Included	Included
	Searchable knowledgebase and FAQs	Included	Included	Included
	Install guides for Abaca products	Included	Included	Included
Software Releases	Maintenance releases: bug fixes and maintenance updates	Included	Included	Included
	Minor releases: product updates	Included	Included	Included
	Major releases: product upgrades, including new product versions	Available for a fee	Available for a fee	Available for a fee
Hardware Support	Hardware repair / replacement coverage	Included	Included	Included
	Hardware replacement shipping priority	Within 2 business days	Within 2 business days	Within 5 business days
	Abaca Advance Hardware Replacement Service	Available for a fee	Available for a fee	Available for a fee
Spam Reviews	Consultative, proactive spam reviews	Included	Included	—
Custom Services	In-person visits from an Abaca Technical Support Technician	Available for a fee	Available for a fee	Available for a fee

*\*Abaca Gold Service is available between 8:00 a.m. and 5:00 p.m. PST (pacific standard time), excluding certain holidays - some exceptions may apply.*



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## About Abaca®

Abaca Technology Corporation is an innovator in email protection and messaging security. Abaca's patent-pending technology, ReceiverNet™, offers an advanced approach in the fight against spam — providing unprecedented levels of accuracy and guaranteeing 99 percent spam filtration. Abaca has created a portfolio of innovative products and services based upon this core technology, thereby assuring users unparalleled messaging protection from spam, as well as viruses and phishing attacks. Abaca is a privately held company headquartered in San Jose, California. For more information about Abaca, please visit [www.abaca.com](http://www.abaca.com).

To learn more about our Service Offerings, contact your Abaca Sales Representative or authorized Abaca Channel Partner. Abaca Sales can be contacted via email at [sales@abaca.com](mailto:sales@abaca.com) or via telephone at 1.877.GOABACA (USA) or 1.408.571.6405 (Direct).