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Customer Support Policy

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Overview

This document describes the support offerings from Goliath Technologies for all current licensed customers as well as evaluation users. The information and policies described in this document are subject to change without notice.

Support can be requested by using phone, email, or submitting a ticket online:

Submit a ticket: http://www.goliathtechnologies.com/support

Email Us: support@goliathtechnologies.com

Call Us: 1-855-GOLIATH (1-855-465-4284)

The Goliath Technologies website (http://www.goliathtechnologies.com) and Goliath Technologies Support Center (https://support.goliathtechnologies.com) provide a wealth of information at your fingertips. Refer to the following online resources to augment support interaction:

Troubleshooting: Learn how to troubleshoot issues within your environment, for example: "Logins Take Too Long" and "Citrix Sessions Are Slow" with Goliath Performance Monitoring.

Documentation: Review and download the latest product documentation online under **Resources** or Goliath Support Center for all the latest troubleshooting guides, product release information.

Consulting Services: See the Goliath website for our service offerings under **Resources**

Support Offerings

Goliath Technologies offers two levels of support:

- **Platinum Support** – Provides 24 X 7 support services for **critical production issues** as defined by the severity policy.

- **Gold Support** – Provides 10 X 5 support services during normal business hours.

Customers under **current support contracts**, gold or platinum, are also entitled to free upgrades and patches.

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Support is provided subject to the terms of Goliath Technologies' End User License Agreement (EULA), including the limitation on liability and disclaimer of warranties contained in the EULA. Without limiting the terms of the EULA, Goliath Technologies does not guarantee a resolution that is satisfactory to the customer.

For issues outside the scope of the Goliath Technologies products, Goliath Technologies will make a best effort to assist, but we make no guarantees on a resolution. Examples include virtualization issues, networking problems, hardware issues, or third party software issues.

Business Hours of Operations

Normal Goliath Technologies Support business hours of operation are defined as between **8 AM and 6 PM EST** on days according to each specific support offering.

Support Program Matrix

Feature	Platinum Support	Gold Support
Hours of Support	24 hours per day 7 days per week	10 hours per day 5 days per week (Goliath Technologies' Business Hours)
Product Upgrades/Updates	Included, no additional charge	Included, no additional charge
Methods of Support	Phone/Support Ticket For off hours support, use the Support Web page to submit a support request	Phone/Support Ticket
Severity 1 Response Time	4 Hours	4 Hours
Severity 2 Response Time	6 Hours	6 Hours
Severity 3 Response Time	8 Hours – business hours	8 Hours
Severity 4 Response Time	Next Business Day	Next Business Day
Support Level Pricing	Additional Cost	Included with standard maintenance

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Severity Levels

The following are severity level definitions for Goliath Technologies Support Cases

- **Severity 1** – Issue has a critical business impact. For example, total product failure and systems down.

- **Severity 2** – Issue has a significant business impact. For example, situations where product features that are not functioning affect primary and mission critical applications. Although the product is restricted in its availability or function, workaround solutions may exist.

- **Severity 3** – Issue has a minimal business impact. For example, a product feature may not be functioning but a majority of the product's features and functionality are available. Workaround solutions may exist.

- **Severity 4** – Issue has no business impact. For example, questions about product features, configuration questions, documentation clarification, and feature requests.

Customer Support Issue Resolution

Goliath Support provides trained resources to research and resolve issues on a timely basis. While an issue is open, the support team will keep you informed (through ticketing system) of the resolution status, and will notify you when a reported issue has been resolved. If at any point during the resolution process, you become dissatisfied with the handling of your issue, simply contact the case owner and request an escalation to the manager. This allows us to understand your concerns and make adjustments in resources if necessary.

We will make three attempts, on separate business days, to contact you for updates or information on an open case. If we are unable to make contact with you, we may close the case. If the issue continues to exist, you may reopen the case issue.
Resolution of a support case can include any of the following actions:

- Software that provides a fix for the problem (case closed)

- Permanent business or system workaround (case closed)

- Temporary business or system workaround (case severity level is reduced)

- Action plan for the development of a fix or workaround: milestones and dependencies are set, communicated, and tracked (case severity level might be changed)

- Issue is a customer-specific bug, customization or enhancement, and is not covered under maintenance (customer notification, case closed, customer updated on issues status as it relates to product release)

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Evaluation Users Support Policy

During the evaluation of any Goliath Technologies product, support is offered as per the severity level of the issue during Goliath Technologies' normal business hours. For those cases we will make the best effort to respond. 24 x 7 support is not available for evaluation users.

Customer Satisfaction Surveys

We periodically survey customers to obtain additional feedback on recent experiences with Product, and Customer Support. Survey results are reviewed by management. When a support case is closed, an e- mail may be sent to the customer contact associated with the case. The e-mail contains a link to an online survey with questions covering areas such as the handling of the support case, professionalism, knowledge of the support analyst, and overall satisfaction with the management of the case.

Contact

Web:

https://support.goliathtechnologies.com

Support:

1-866-790-6840

support@goliathtechnologies.com

Sales:

1-855-465-4284

techinfo@goliathtechnologies.com

Legal Notices

Goliath Technologies Customer Support Reference Guide

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