



## Support Services

We are here for you

OPSWAT's support team can provide you 24 x 7 x 365 coverage via phone, chat, or support cases (tickets) that you log with us.

We provide the option to have a Support Account Manager to monitor your open issues, handle your escalation requests, and proactively communicate with you at a cadence that works for you.

All software support is provided from one of our four global support centers by OCIPA certified OPSWAT Support Engineers, with agents available to go on site when needed.

For OPSWAT hardware, we offer advanced replacement of defective components with an onsite technician to swap in the new component and verify that the unit is then working as expected.

On the following page, review our support plan comparison tables and determine which one best fits your organization's needs.

### Key Support offerings

A Support Account Manager to proactively manage the health of your OPSWAT Solution

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Dedicated support phone lines for your time-critical situations

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Product implementation "Quick Start" service to help you get up and running quickly

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Quarterly business reviews

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Annual meetings with the OPSWAT Product team

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Advanced replacement with onsite technician for OPSWAT hardware

## Software Support Plans

Software Support	Standard	Gold	Platinum
<b>Support Hours</b>			
Support via Portal Ticket System	<b>8AM to 5PM</b> business days (local to you)	<b>7AM to 7PM</b> business days (local to you)	<b>24 x 7 x 365</b>
Support via Chat	<b>8AM to 5PM</b> business days (local to you)	<b>7AM to 7PM</b> business days (local to you)	<b>24 x 7 x 365</b>
Support via Phone	-	<b>7AM to 7PM</b> business days (local to you)	<b>24 x 7 x 365</b>
<b>Incident Response Times</b>			
Blocker Issues First Response Time	Within 1 business day	Within 2 hours <sup>1</sup>	Within 1 hour
Non-blocker Issues First Response Time	Within 3 business days	Within 2 business days	Within 1 business day
<b>Support Account Management<sup>2</sup></b>			
Support Account Manager	-	-	✓
Quarterly Conference Call Reviews	-	-	✓
Yearly Roadmap Review with OPSWAT Product Team	-	-	✓
Quarterly Summary Reports	-	✓	✓
Implementation Quickstart	Not included, but available at additional charge	Not included, but available at additional charge	Remote delivery (via Web-share) at one installation is included

<sup>1</sup> During the hours covered in the Gold support plan

<sup>2</sup> These services offered upon your request

## Platinum Hardware Support Plan

Model	Price	Offering
K-1000 K-2000	25% of hardware price	<ul style="list-style-type: none"> <li>Advanced Replacement: Parts or replacement unit shipped within 5 business days.<sup>3</sup></li> <li>Customer returns defective parts or unit after receiving replacements.</li> <li>OPSWAT pays for shipping of the replacement part to the customer site and for the return of the defective part to OPSWAT's warehouse.</li> </ul>
K-3000 K-3001	25% of hardware price	<ul style="list-style-type: none"> <li>Advanced Replacement: Parts or replacement unit shipped within 7 business days.<sup>3</sup></li> <li>Qualified technician on-site to repair/replace defective component 1-2 business days after the confirmed arrival of the part at customer's location.<sup>4</sup></li> <li>OPSWAT pays for shipping of the replacement part to the customer site and for the return of the defective part to OPSWAT's warehouse.</li> </ul>

<sup>3</sup> Turnaround times apply at most locations. Some locations may have longer turnaround times due to distance.

<sup>4</sup> This service is available at most locations. Please contact your sales team or your customer support team to determine if your location is covered.