US-Only Support Service

NetBrain

Commitment to Customer Satisfaction

At NetBrain, we understand the importance of specialized support services tailored to regional needs. Our US-Only Support Services provide dedicated assistance designed exclusively for our US-based customers, ensuring compliance, security, and reliability.

Exclusive US-Only Support Features

Our US-Only Premium Support Services include:

- **Dedicated Support Number for US Customers –** A separate hotline ensuring fast and efficient support exclusively for US-based clients.
- **8x5 Support Availability –** Support services are available Monday through Friday during standard business hours in either Eastern Standard Time (EST) or Pacific Standard Time (PST), ensuring accessibility when you need it most.
- **US-Based Data Storage –** All customer data is stored securely in our US headquarters on dedicated servers, separate from global customers, ensuring compliance with US data security regulations.
- **Dedicated Technical Account Manager (TAM) –** Each US-Only Support customer is assigned a dedicated TAM for personalized service and ongoing support.

Enhanced Support Offerings

We have expanded our US-Only Support services to offer:

- **Upgrade Assistance –** Seamless support for software upgrades and transitions.
- **Proactive Case Reviews –** Regular check-ins to ensure open cases are progressing efficiently.
- **Monthly Domain Health Check –** Analysis of your NetBrain environment with recommendations for optimization.

US-Only Support Features

Features	Premium Support
Support Availability	8x5 (EST or PST)
Dedicated US Support Number	✔
US-Based Data Storage	✔
Maximum Response Time for P1 Issues	2 hours
Maximum Response Time for P2 Issues	4 hours
Technical Account Manager (TAM)	✔
Software Upgrades & Patch Support	✔
Customer Support Portal Access	✔

Support is provided in English with local language accommodated, when possible.

[1] Local business hours are defined as 9:00am to 5:00pm (0900 – 1700) local time for regional support teams, excluding weekends and public holidays.

[2] For severity Level 1 and Level 2 issues, support calls will be handled by regional support teams during local business hours and managed by the global support team outside those hours.

US-Only Support Limitations

- Does not include the development of custom Parsers, Qapps, Data View Templates (DVTs), Network Intent, Dashboards, or Reports.
- Does not include analysis or troubleshooting of performance problems as related to third-party products, hardware/virtual platform issues, or Operating System issues.
- Does not include on-site travel to perform any support functions.

Ready to Get Started?

Your NetBrain Account Executive is ready to assist with any additional support needs.

For more information, visit our Customer Portal (https://community.netbraintech.com/) or contact us directly.

Contact Us:

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