

# Sangfor Support and Operational Service

## Helping Organizations to Maintain Momentum



Sangfor Service is available in four levels: Standard, Advanced, Premium, and Premium Plus. Each level is capable of offering technical support, software support, and hardware maintenance.

| Items               | SCS Standard | SCS Advanced | SCS Premium | SCS Premium Plus |
|---------------------|--------------|--------------|-------------|------------------|
| Technical Support   | ●            | ●            | ●           | ●                |
| Software Upgrade    | ●            | ●            | ●           | ●                |
| HRTF                | ●            | ●            | ●           | ●                |
| HSDS                | ○            | ●            | ●           | ●                |
| HNBD                | ○            | ○            | ●           | ●                |
| H244G               | ○            | ○            | ○           | ●                |
| Support Community   | ●            | ●            | ●           | ●                |
| Open a case         | ●            | ●            | ●           | ●                |
| Live Chat           | ●            | ●            | ●           | ●                |
| Technical Resources | ●            | ●            | ●           | ●                |
| Onsite Support      | ○            | ○            | ○           | ○                |
| Training            | ○            | ○            | ○           | ○                |

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## Software Upgrade Service

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In order to ensure better customer experience, Sangfor Technologies Inc. continuously optimizes previously-released versions and introduces new solutions.

With the help of remote services, the business system can continue to run the most stable software environment, thus ensuring stable operation. Of course, users have the right to choose whether to upgrade or not.

As new versions are released, more and more exciting new features will be added which are more in line with users' actual needs. When the device upgrade is complete, users will experience the latest of industry technology.

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## Network Remote Support Services

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### Technical assistance services

Sangfor Technologies Inc. provides fast remote technical support to customers who purchase remote services. Sangfor fully guarantees the stability and high efficiency of users' products through 24x7 global remote technical support via telephone, email, community and other means. If necessary, Sangfor technical experts will handle and track the problem directly until the problem is finally solved.

 **Email:** [tech.support@sangfor.com](mailto:tech.support@sangfor.com)

 **Open a support case (Use computer or phone to open it):** <http://community.sangfor.com>

 **Live Chat (Use computer or phone to open it):** <http://community.sangfor.com>

 **Hotline:**

International Service Centre: +60 12711 7129 (7511)

Malaysia: 1700 81 7071

Hong Kong: +852 81257201

Singapore: +65 3152 9370

Other Regions: +60-12-7117511 (7129)



## Severity Definitions

The Sangfor Global Technical Assistance Center defines the service severity according to the problem type, technical impact and coverage, and plays an important role by setting the initial response time and update frequency, and acts as a guide for when it's time to escalate issues to a R&D support team.

| Severity Level        | Severity Description  |
|-----------------------|---|
| Severity 1 (Critical) | <ul style="list-style-type: none"> <li>Network or application outage, "down or unavailable".</li> <li>Impaired functionality, critically impacting customer business.</li> </ul>  |
| Severity 2 (High)     | <ul style="list-style-type: none"> <li>Network or application is operational but highly degraded performance to the point of major impact on usage.</li> <li>Continuous or frequent instabilities affecting customer business or network operations.</li> <li>Inability to deploy a feature, function or capability.</li> <li>Successful workaround in place for a severity 1 issue.</li> </ul> |
| Severity 3 (Medium)   | <ul style="list-style-type: none"> <li>Performance of the network or application is impaired with limited impact to business</li> <li>Operations and an acceptable workaround or solution exists.</li> <li>The issue with non-critical feature or functionality.</li> <li>Successful workaround in place for a severity 2 issue.</li> </ul>   |
| Severity 4 (Low)      | <ul style="list-style-type: none"> <li>The issues for certain features/capabilities not impacting to business operations and no loss of functionality.</li> <li>Documentation issues.</li> <li>General "how-to" questions.</li> </ul>   |



## Response & Escalation Times

| SCS Standard          | Response Time | Escalation Time     | Update Frequency |
|-----------------------|---------------|---------------------|------------------|
| Severity 1 (Critical) | 20 min 24x7   | 2 hours 24x7        | Continuous       |
| Severity 2 (High)     | 60 min 24x7   | 12 hours 24x7       | Daily            |
| Severity 3 (Medium)   | 120 min 9x5   | 3 business days 9x5 | Weekly           |
| Severity 4 (Low)      | 240 min 9x5   | 10 business days    | Weekly           |

## Hardware Services



### Quick Warranty Service

Hardware services guarantee that the failure of the customer's hardware equipment will be solved in the shortest time, and the normal working state of the hardware will be quickly restored. Any hardware product has the possibility of failure, and seriously impacts business systems with interruptions, delays, and even shutdowns. With hardware services, we provide you with the fast hardware repair service you need.



### Continuous Product Use Guarantee

Hardware services are an extension of services, related to hardware product usage time and life. The longer the usage time, the shorter the service life and the higher the risk, thus making it necessary to extend the product warranty. Sangfor provides equipment with the same usage time and function as a replacement if the hardware or any other part cannot be repaired within warranty.



### Hardware Service Standards

| Service Project                                     | Operating Hours                 | Delivery Period   | Description  |
|---|---------------------------------|-------------------|--|
| <b>HRTF</b><br>(Return to Factory)                  | Monday to Friday<br>09:00-18:00 | 5 Working Days    | The RMA application should be completed and approved first. The faulty device will be repaired and sent back within 5 days of the day it was received. |
| <b>HSDS</b><br>(Same Day Shipment)                  | Monday to Friday<br>09:00-18:00 | Same-Day          | Replacement equipment will send out same-day (Arrival Not Guaranteed).   |
| <b>HNBD</b><br>(Next Business Day Arrival)          | Monday to Friday<br>09:00-18:00 | Next Business Day | An engineer will arrive on-site with replacement equipment on the next business day.   |
| <b>H244G</b><br>(4 Hours Arrival,<br>7 Days a Week) | Monday to Sunday<br>00:00-24:00 | Within Four Hours | An engineer will arrive on-site with replacement equipment within 4 hours  |

#### Note:

- All guaranteed delivery options only available for customers located in a SANGFOR branch city and must be approved by SANGFOR Technologies prior to purchasing.
- SDS service must be validated before 3 p.m., otherwise, the hardware will arrive the following business day.

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## Renewing Support Contracts

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### How do I renew my contract?

The Sangfor renewals team will contact you approximately 90 days before your support contract is set to expire. They will provide you a quote for renewing your contract with Technical Services and will ask that you return your agreement and a purchase order number.

If you have several contracts in place it might be helpful for you to manage them under one common renewal date.

**If you have renewal business to consult, you can send email to us: [renewals@sangfor.com](mailto:renewals@sangfor.com)**

### What is non-continuous renewal?

If you decide not to renew your support contract, and you allow it to expire, and at a later date you decide that you wish to reinstate it, the service fee incurred during the unwarranted period needs to be paid. The unwarranted period will be calculated to the nearest month.

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## Conclusion

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Sangfor Services can be structured in multiple ways to meet the needs of any business. Selecting the right support plan for an organization's needs can help make the transition to Sangfor equipment smooth and successful. It can also optimize the success realized with existing Sangfor equipment.

In deciding which Sangfor Services to purchase, organizations should ask a number of questions, including:

- What are the business objectives of the Sangfor deployment?
- What functions will be used to achieve the objectives?
- What is the deployment timeline for the new Sangfor equipment?
- How long do you want the case response time to be?
- What is the cost of downtime to the organization? What length of downtime can the organization tolerate?

Whatever the answers to those questions, Sangfor Operational and Support Services can help organizations meet their business goals more successfully—whether their infrastructure is small or exceedingly complex.