



SOLUTION BRIEF

Ixia Global Visibility Solutions Support

WORLD-CLASS EXPERTISE FOR WORLD-CLASS PERFORMANCE

Value at the Speed of Business. Change happens fast in business, and even faster in technology. Ixia solutions for network visibility deliver the end-to-end insight you need to make your applications stronger, your security infrastructure more resilient, and IT operations more efficient.

Making our visibility solutions even more powerful, Ixia's Global Visibility Solutions Support team and tiered support offerings bring customers ongoing value, and peace of mind. For nearly two decades, the world's leading enterprises, service providers and technology manufacturers have relied upon Ixia to help them design, deploy, and defend breakthrough innovations. And so can you.

IXIA GLOBAL SUPPORT: MAXIMIZE VALUE, MINIMIZE COST, RISK AND DISRUPTIONS

Ixia subject matter experts do more than just support products: we help solve—and prevent—costly problems. Our team partners with yours to make high-impact decisions, optimize investments, and keep critical systems up and running, and up to date.

Eliminate dangerous blind spots with end-to-end visibility into physical, virtual, and SDN networks



Leverage Ixia Support to meet fast-changing business challenges—like new security threats, data center complexity, mobility, virtualization, and the pace of change itself.

We bring:

- Proven worldwide support and unrivaled “how to” expertise —when and where you need it
- Real-time application and threat intelligence (ATI)
- World-leading experience in network test and security
- Best practices for keeping issues from impacting users, and your business
- Ixia Global Visibility Solutions Support offerings keep your critical systems up and running, and up to date at all times.

IXIA GLOBAL VISIBILITY SOLUTIONS SUPPORT

Consistently earning customer satisfaction ratings above 95%, the Ixia Global Solution Support team delivers outstanding support backed by deep knowledge and expertise. We’re there when you need us, with the know-how needed to maximize ROI and operational efficiency. Highlights of Ixia’s Global Visibility Solutions Support include:

- Rapid response and problem resolution
- Technology lifecycle expertise throughout ramp-up, configuration, debugging, and new feature & services roll out
- Full-service hardware repair and rapid interchange of field-replaceable modules
- Recommendation of new releases and features that support changing business needs
- Immediate access to the latest software releases including new features, enhancements, and patches
- Fast, easy online access to Ixia’s extensive library of white papers, black books, product documentation, and license management
- Daily software scans for proactive visibility and fix resolution for popular and day-zero Common Vulnerability Exposures



| | Basic | Essential | Enterprise 7/24 |
|---|------------------------------------|--------------------------------|--------------------------------|
| Warranty included with new product purchase | First 12 months after product ship | Upgrade available for purchase | Upgrade available for purchase |
| Response time | Best effort | 2 business hours | 2 clock hours |
| Live Support | Business hour | Business hour | 24x7x365 |
| After-hours SW/HW upgrades, debug | Not available | Not available | Unlimited |
| Advanced Replacement (ships 2nd business day) | First 90 days (new product) | ✓ | ✓ |
| RMA - Repair and return | ✓ | Advanced replacement | Advanced replacement |
| Phone, email, customer portal and knowledge base support access | ✓ | ✓ | ✓ |
| Configuration assistance, emergency patches, service pack bug fixes, new feature releases | ✓ | ✓ | ✓ |
| Customer Satisfaction Health Checks | ✓ | ✓ | ✓ |
| Dedicated Support Advocate for escalation and QBR* | Not available | Not available | ✓ |

*At your request and up to once per calendar quarter, a Director level Support Advocate will meet with you to discuss existing and closed Technical Support cases, update on any open actions and gain your insight into areas where we can improve.

| ONGOING COVERAGE HIGHLIGHTS | |
|-----------------------------|---|
| Visibility Solution Support | <ul style="list-style-type: none"> • Critical care escalation process • Customer-focused R&D escalation for faster response • Backed by field-based system / support engineers • Root cause and corrective action for product failures • Close coordination with Renewals team to make sure you're never without coverage • Accessible via phone, e-mail, online • Ixia's Technical Support experts will even debug on-site, at our expense, if we determine that it is required |
| Software | <ul style="list-style-type: none"> • Software upgrades available for download, including patches and service packs • Product upgrades maximize investments with new features and usability enhancements |
| Hardware Repair/Replacement | <ul style="list-style-type: none"> • 1-2 business days to ship advanced RMA • 7-10 business days to repair and return equipment • Field replaceable units (FRUs) • Regional inventory expedites shipment avoiding custom delays |
| Extensive Online Resources | <ul style="list-style-type: none"> • Ixia Resource Library of test plans, sample test files, white papers, black books and other online documentation • Submit service requests • Download upgrades • Technical knowledgebase • Request license keys • RSS feed CVE bulletins with fix resolutions |

NOTE: All warranty or extended maintenance is subject to the terms and conditions of any contract agreement. Ixia reserves the right to withdraw or amend any of its services without notice.



CONTACT IXIA SUPPORT

| Customer Support | |
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| USA, Canada & Latin America | Hours: 6:00am PST to 6:00pm PST Email: support@ixiacom.com Phone: +1-818-595-2599 |
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