

Centrify Technical Support Plans

Centrify provides timely and knowledgeable support and services designed to help you deploy Centrify solutions faster and manage your environment more efficiently.

Our support team consists of experienced IT professionals who are focused exclusively on Centrify products. Support is required with the initial purchase of all Centrify Suite editions in order to ensure you are able to quickly deploy and have free access to the latest product updates.

Two Support Plans to Choose From

Centrify offers two support plans, Standard Support and Premium Support, with service levels designed to meet a range of needs. The following table summarizes and compares the benefits of each plan.

- **Standard Support** includes phone and email support, access to our online Knowledge Base and case submission tools, product updates and more.
- **Premium Support** includes all of the features of Standard Support, plus 24x7x365 support for priority issues, accelerated service levels and additional named contacts.

See the accompanying chart for a comparison of features.

Support Feature	Standard Support	Premium Support
Phone support during business hours	✓	✓
Email support during business hours	✓	✓
Service levels during business hours	4-8 business hours	2-4 business hours
24 x 7 x 365 support for priority issues		✓
Access to online Knowledge Base	✓	✓
Access to online case submission and tracking	✓	✓
Access to free product updates through online Download Center	✓	✓
Access to documentation	✓	✓
Named support contacts	4	6
Product update notifications	✓	✓
Escalation process	✓	✓
Access to Beta Products (not a guarantee of acceptance)	✓	✓

Online Customer Support Portal

Both the Standard and Premium Support plans entitle you to log in to Centrifys secure Online Customer Support Portal, which provides 24x7x365 access to a variety of resources and downloads.

- **Knowledge Base.** Search for solutions to common issues.
- **Case Submission and Tracking.** Submit cases and track the progress of your cases and enhancement requests.
- **Customer Forums.** Access customer-only discussion forums to share best practice advice with fellow Centrifys Suite users.
- **Download Center.** Download the latest version of the Centrifys Suite components for which you've purchased support. This also includes access to free Centrifys-enabled versions of popular open source tools, such as OpenSSH, PuTTY, and Samba.
- **Tools & Techniques Resources.** Download diagnostic tools, view how-to videos, and access other resources that help you be more productive with Centrifys solutions.
- **Free Online Training.** Customers have access to free online training courses covering the basics of UNIX/Linux and Windows administration. Additional online courses are also available for purchase separately.
- **Documentation.** You can access documentation for all currently supported Centrifys products.

Global Support

Centrifys secure Online Customer Support Portal provides 24x7 access to Knowledge Base articles, case submission and tracking, and other resources. Centrifys also staffs support operations during North America and EMEA business hours to provide fast service in those regions.

Pre-Sales Support

Centrifys enables you to "try before you buy" not only when it comes to its products but to support as well. Organizations evaluating the Centrifys Suite receive a login account to our Online Customer Support Portal, enabling them to experience for themselves the quality and responsiveness of our support staff.

Community Support for Centrifys Express

Users of Centrifys Express, our comprehensive suite of free Active Directory-based integration solutions, can visit the Centrifys Express Community to view how-to videos, post questions in the Express forum, and share best practice guidance.

Centrifys's Mission and Quality Commitment

The Centrifys Support organization's mission is to work with you as a team to ensure you receive maximum value from your investment in Centrifys solutions. Our pledge is to ensure your complete satisfaction with our service: a case isn't closed until you say it is.

Based on the priority of an issue, Centrifys Support escalates customer cases through our organization to ensure your business-critical issues receive a quick resolution. If you are not satisfied with the responsiveness of our Support staff, we also have escalation procedures in place to assure the issue receives the priority it deserves.