



# Arcot Customer Support

Expert, fast response

## DATA SHEET

### OVERVIEW

Arcot Customer Support helps you get the right information quickly.

Choose the level of support you need to meet your organization's requirements and budget.

**ARCOT CUSTOMER SUPPORT** delivers knowledgeable, responsive Customer Support when you need it. Whether it is preventing problems before they occur or responding to issues after they arise, Arcot Customer Support helps you get the right information quickly. Because no two companies are alike, we offer different levels of Arcot Customer Support to fit your organization's requirements and budget. Regardless of the support level, Arcot Customer Support delivers outstanding knowledge and service.

### Services

Arcot Customer Support provides a range of valuable services to our customers. You can use it to report suspected errors or possible system incompatibilities, ensure a smooth integration with existing services and applications, or plan an upgrade. Arcot Customer Support gives you the comprehensive service you need to keep your critical business processes running.

Regardless of the level of support, you get 24x7 access to our online resources at support.arcot.com (including our knowledge base, case submission and tracking tools), phone support during normal business hours (8 AM to 5 PM local time), and free product updates and upgrades.

### Levels

Arcot offers you three levels of support:

#### *Arcot Standard Support*

Our standard offering includes phone support during regular support hotline hours (8 AM to 5 PM local time), and 24x7 access to our online tools: Case submission wizard, the extensive Arcot Knowledgebase and Case Reports.

#### *Arcot Premium Support*

Our advanced offering is ideal for organizations that want all of the services in our Standard support, with the ability to contact our support team on nights and weekends for all Priority 1 cases.

## LEVELS OF ARCOT CUSTOMER SUPPORT

	Standard	Premium	Premium Plus
			Phone Support 24x7 (All Cases)
		Phone Support 24x7 (P1)	Dedicated Account Mgr
		"Follow the Sun" Support	"Follow the Sun" Support
Urgent Bug Fixes		Priority Queuing	Priority Queuing
Product Updates		Urgent Bug Fixes	Urgent Bug Fixes
Product Upgrades		Product Upgrades	Product Upgrades
Reporting Tool		Product Updates	Product Updates
Phone Support (8-5 M-F)		Reporting Tool	Reporting Tool
Web & Email Support		Web & Email Support	Web & Email Support
Knowledgebase		Knowledgebase	Knowledgebase
support.arcot.com		support.arcot.com	support.arcot.com

### *Arcot Premium Plus Support*

Our most advanced level of support is for those organizations that want the extra security of being able to contact our support team on nights and weekends for all cases. In addition, Arcot Customer Support assigns a dedicated account manager. Premium Plus customers also receive two days of on-site preemptive support to evaluate their authentication systems and processes.

### **Eligibility**

All Arcot customers with current maintenance agreements are eligible to receive Arcot Standard Customer Support at no additional charge. Premium and Premium Plus support require an additional fee.

### **Response Times**

- Priority 1 Support Services are available 24x7x365.
- Response and follow up times are valid Monday – Fridays, excluding holidays.
- Arcot Systems will make best effort to meet the target support response time as specified in the Software License Agreement signed by the Licensee.

### **To Purchase Arcot Customer Support**

Please visit [www.arcot.com](http://www.arcot.com), or contact your nearest sales office listed below.

### **About Arcot**

Arcot is the cloud authentication leader. Our fraud prevention, strong authentication, and e-Document security solutions make Web transactions and online access safe for millions of consumer, enterprise, and e-Commerce users.

Organizations can transparently deploy stronger authentication and allow users to conveniently authenticate from any computer or mobile device. Arcot solutions deliver the right balance of cost, convenience and strength.

**For more information, please visit [www.Arcot.com](http://www.Arcot.com), email [sales@arcot.com](mailto:sales@arcot.com), or contact your nearest sales office:**

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[www.arcot.com](http://www.arcot.com)

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