

## Inter Engineering Technical Support Description

### Introduction

#### Technical Support that works

At Inter Engineering experienced engineers are available at any time to answer any technical question and to provide professional support for the fast solving of problems. The technical support department is excellently equipped and maintains a continuously open communication channel with the product manufacturers as well as with colleagues all over the world with whom invaluable knowledge is shared. Our technical support infrastructure is an integrated part of the solutions that we provide.

All members of the Inter Engineering technical support team are engineers with specialized education and years of experience in the IT and Data Security field. They have been trained and continue to be trained on the Inter Engineering solutions but also on Data Security issues more general. They speak at least two languages and are characterized by excellent cooperation skills as well as performance in any kind of circumstances. Also under heavy pressure.

The Inter Engineering technical support has every kind of equipment that it could possibly need such as a complete lab with independent network and state of the art computers for any kind of test or customer environment simulation, virtualization tools and specially developed software tools for the facilitation and acceleration of the work.

The support department's organization guarantees the smooth and speedy flow of servicing and the completion of every case. It contains a ticketing system for the automatic monitoring of the cases and the issuing of warnings in case the development of a case is not conform the Inter Engineering high quality criteria. Naturally all support cases are treated with absolute discretion.

We offer technical support remotely, on site or in any other form required.

#### Partners

During the years Inter Engineering has built a partner channel for the coverage of geographic area where we are active. Those partners consist of IT companies of all market branches and with trained personnel. Contact us to be introduced to a partner near you.

#### Training

On a regular basis Inter Engineering performs technical seminars for the solutions in its portfolio. This way, to anyone who wants, we make the necessary knowledge available for the maximum exploitation of the products. Our trainers are experienced field engineers. The planned seminars can be found on our website [www.inter-datasecurity.com](http://www.inter-datasecurity.com).

#### Specialization

Inter Engineering is active in the data security field with complete dedication from 1991. From the early days we understood that security is the most serious issue in information technology and during all those years we have specialized ourselves presenting today a unique history and depth of knowledge. Knowledge which is offered to you for your better security.

#### Flexibility

Security needs change instantly. That's the nature of the problem since we do not control the enemy. Inter Engineering provides the necessary flexibility and fast reaction in situations where that is needed. We are always battle-ready at your side. In order to anticipate to unexpected attacks but also to the abrupt changes in your own security needs.

#### Severity

Data Security is a serious matter. Inter Engineering treats all issues with utmost care, being aware of the need for uninterrupted availability of IT systems, for confidentiality and the uniqueness of each case.

## Heart for the job

Data Security is a difficult, but also exciting subject. The people at Inter Engineering are involved with it because they feel that this is where they can perform best. We like our job and this is how the best result is guaranteed.

## Speed

In Data Security issues it's not enough to be very good! You have to be both very good as well as very fast in order to avoid the bad! Inter Engineering offers exactly that combination. For years already we improve our procedures for the best anticipation in any situation. The staff, the equipment, the knowledge, the infrastructure and our connections make us winners in terms of reaction times. Over and over again.

## Human Resources

Inter Engineering consists of a team of valuable and enthusiastic people with specializations in diverse fields, which is continuously expanding. We work in a model focused on teamwork because after all it is the people that make the result. Inter Engineering is continuously searching for new people both in Greece as well as abroad.

## Equipment – Infrastructure

“The tools make the craftsman”

Inter Engineering invests without hesitation in equipment for the best service of its customers. Besides the obvious ERP customer service platform we also have

- Ticketing system for support cases
- Support history database
- Support knowledge base
- A Malware Lab for the research of threatening software in a secure environment
- A Test Lab, for the fast reproduction of the supported customer's environment or any other kind of test
- An electronics Lab, with full electronic equipment for the analysis of phenomena at an electronics level

## Contacts – Relationships

Inter Engineering maintains relationships with all branches of Data Security. That means commercial companies, the research world and security organizations.

Data Security issues are completely unpredictable, unless you have information sources. For that reason while maintaining its level of integrity, Inter Engineering also maintains contacts with sources that can provide it with important information for the present and future of security. Our contacts with the, if you want, “twilight zone” enable us to timely anticipate threats.

## Reputation

We believe technical support is our most important activity. In the IT world, problems do occur that's normal. But in the IT Security world many times having a technical problem also means having a security problem. That's why we find it natural to put major emphasis on our support.

Inter Engineering's support is well known for many years and renowned by end customers, resellers and manufacturing partners all of whom stay with us for many years.

## Types of support subscriptions

### Standard

The solutions sold by Inter Engineering either consist of a software license subscription which includes maintenance and support, or software licenses with a separate subscription for maintenance and support.

All end customers who have paid their maintenance and support subscription are entitled to Inter Engineering Standard Support Services, for the period of that subscription.

This Standard support covers the needs for troubleshooting when a solution is not functioning as it should and is delivered through phone and email.

### Active Care Support Services – ACSS Subscription

This is the subscription to Inter Engineering's elite support, exploiting our technical support capacities to the maximum.

It consists of a number of very useful extra support services. Actually the ACSS services are the result of customer and partner requests we received over the years. We have turned the satisfaction of these requests into a package called ACSS.

Since its inception in 2009 the ACSS Services are extremely popular.

The ACSS subscription is offered at a very small extra cost, which earns itself back in no time.

### Support coverage at a glance

Support Service	Available in Standard Support Subscription	Available in ACSS Support Subscription
Technical support limited to troubleshooting	X	X
Support also for product-usage related issues		X
Support during Inter Engineering Working hours	X	X
Dedicated Support Engineer		X
Virtual Replication of customer deployment in Inter Engineering Lab for troubleshooting / testing purposes		X To the extent possible
Maximum priority		X
Easy escalation	X	X
Targeted first response time for critical cases	< 4 hours	< 1 hour
Email notifications of new threats, new available hotfixes/versions	X	X
Email notification of license or subscription expiration	X	X
Access to Inter Engineering IESUS website with software, documentation	X	X
Remote intervention on customer's systems for problem solving		X
Retaining of customer's history of support cases		X
Proactive Health Check of customer's deployment		X Option at extra cost
Free limited onsite support days		X Depending on size
Flexible support taking the customer's priorities and uniqueness into account	X	X

## What else can be done

Other available services not included in the support subscriptions are:

- Installation / Migration / Upgrade services
- Policy design / review / optimization
- System Health Check
- Consulting
- Training
- Any other request is very welcome and we strive to tailor our services such as to meet the customer's needs and expectations.

## Availability

As all Inter Engineering solutions our support subscriptions are available through the Inter Engineering reseller channel

## Terms & Conditions

Inter Engineering's support services are subject to terms and conditions which are set out in the following two documents:

- Standard 8x5 support scope
- Inter Engineering Terms and Conditions for Customer Service and Technical Support

These documents are openly available to anyone.