

ION™ Networks Professional Services



API Technologies' ION brand secure networking products are complemented by a comprehensive service and support offering. Our support system smooths implementation, provides you with expertise on-demand and helps you make the most of your ION product investment. Our service and support team -- well-trained specialists -- is dedicated to offering our customers rapid and professional response. Through every stage of project and product evolution, our team is available to assist you.

Implementation & Design Services

Every successful rollout begins with a solid implementation plan. Whether you need assistance with network design or a resource to guide you through the implementation process, we can provide expert advice and hands-on assistance to ensure the ION products deliver the desired results for our customers. Because each of our customer's needs are different, we work closely with you to create a customized Scope of Work (SoW) that helps us to support your overall objectives. Available services include:

- Architecture and network design
- Deployment planning
- Pre-shipment configuration
- Onsite install services
- Pre and post-installation phone support

Custom Development Services

In some situations, customers require some product customization in order to meet their unique requirements and business objectives. In these cases, customers turn to our team of experienced developers to implement desired features and functionality. Available services include:

- Custom configurations
- Custom monitoring requirements
- Custom integrations with proprietary Network Operations Center (NOC) tools or enterprise applications

Security Consulting Services

Since 1982, the ION product team has helped some of the world's largest and most security-minded companies and government agencies meet or exceed a wide range of security and compliance requirements. For customers faced with complex security questions, we offer highly experienced, on-demand resources ready to assist. Available services include:

For service providers and equipment manufacturer:

- Expert assistance with customer calls, presentations, proposals and RFP responses
- Assistance with challenges regarding remote management, monitoring and access

For the enterprise:

- Vendor Access Control (VAC) solution design
- Insider threat prevention

Technical Support Plans

Customers take comfort in knowing that ION product assistance is just a phone call away. To that end, we offer customers a choice of two plans. These bundled support plans are designed to meet the needs of both new and experienced customers and cover a wide range of areas, including repairs, technical support and training. In addition to the peace-of-mind that comes from having reliable support, customers receive discounts on a wide-range of value-added services and product enhancements.

ION SecureCare™

Our most comprehensive support plan

ION SecureCare provides comprehensive, round-the-clock support during the operational lifetime of your ION products. Priority status ensures fastest response. Multiple levels of support are available to address everything from basic technical questions to complex problem resolution.

- 24 hours per day, 7 days per week
- Unlimited
- Dedicated toll-free support number
- Covers Tier-1, Tier-2, and Tier-3 support
- Ideal for:
 - PRIISMS customers
 - New customers
 - Customers that run 24/7 operations and need immediate response to maintain system uptime or meet Service Level Agreements

Tier III Expert Assist™

Specialized support plan for experienced customers and technicians

The ION Tier III ExpertAssist plan is designed for customers that are knowledgeable about the ION product family but require occasional support for complex problem resolution. For these customers, this specialized service plan provides Tier-3 support to ION-certified engineers via e-mail and phone during normal business hours. Generally speaking, Tier III ExpertAssist plan customers are large enterprises or service providers with in-house technical support organizations.

Repairs	SecureCare	Tier III Expert Assist	Pay-As-You-Go
Overnight replacement of inoperable units*	YES	No	No
Factory repair of inoperable units (not currently under warranty)	YES	Time and Materials Basis Only: \$50 per hour fee (estimate provided if cost to exceed \$250). Shipping paid by customer. Two-week turnaround time.	Time and Materials Basis Only: \$350 minimum fee (estimate provided if cost to exceed \$350). Shipping paid by customer. Two week turnaround.
Updates & Upgrades	SecureCare	Tier III Expert Assist	Pay-As-You-Go
Patch Release: individual bug fixes	YES	YES	No fee if under warranty. If outside warranty, a fee applies
Maintenance Releases: group of bug fixes	YES	YES	\$250
Enhancements Releases: minor feature enhancements	YES	50% discount for software enhancements	List price
Major Releases: new software versions	YES	50% discount for software enhancements	List price
Technical Support Phone	SecureCare	Tier III Expert Assist	Pay-As-You-Go
Tier-1 Support <i>Sample issues: creating users, configuring appliance to access the network, backing up appliance configuration and settings, resetting default settings, accessing appliances via the aux port.</i>	YES 24 Hours / Days per week with a 2-hour response guarantee	No	\$350 per incident up to the first 2 hours of support
Tier-2 Support <i>Sample issues: troubleshooting serial or network connectivity issues, upgrade questions, appliance or software performance issues</i>	YES 24 Hours / Days per week with a 2-hour response guarantee	No	\$350 per incident up to the first 2 hours of support
Tier-3 Support <i>Sample issues: merging, creating or identifying configuration file; network conflict or network addressing issues; integration with third party systems; bug reporting</i>	YES 24 Hours / Days per week with a 2-hour response guarantee	YES 9 am - 5 pm EST for certified, named customer representatives with a 4-hour response guarantee	\$350 per incident up to the first 2 hours of support
Technical Support Email	SecureCare	Tier III Expert Assist	Pay-As-You-Go
Tier -1 Support	YES Response within 24 business hours	YES Response within 24 business hours	No
Tier - 2 Support	YES Response within 24 business hours	YES Response within 24 business hours	No
Tier - 3 Support	YES Response within 24 business hours	YES Response within 24 business hours	No
Professional Services	SecureCare	Tier III Expert Assist	Pay-As-You-Go
Implementation & Design Services	30% Discount of list	20% Discount of list	List price
Custom Development Services			
Security Consulting Services			
Training	SecureCare	Tier III Expert Assist	Pay-As-You-Go
Online End User Training <i>Web-based, 30-minute training session for end users</i>	YES 2 per year	Yes 3 per year	\$250 per session
Administrator / Certification Training <i>Web-based, 3-4 hour training for administrators</i>	Yes 3 per year	Yes 4 per year	\$500 per session
Onsite Training	30% Discount of list	20% Discount of list	List price
Price	SecureCare	Tier III Expert Assist	Pay-As-You-Go
PRIISMS <i>SecureCare is required for all PRIISMS customers</i>	18% of list price for PRIISMS	No	No
Secure Appliances	10% of list price for appliances (for 1 year of coverage) or one-time payment of 15% of list price (for 3 years of coverage)	Flat rate of \$15,000 per 200 units displayed	(See above.)