

# Nexum Service and Support Matrix



Service Features	Support	Support-Plus	Monitored	Managed
Phone & E-mail Support from Nexum	*	*		*
Break/Fix Troubleshooting	*	*		*
Vendor-certified Engineers	*	*	*	*
Redundant Security Network Operation Command Centers	*	*	*	*
Guaranteed SLA - 30 Minute Response Time		*	*	*
Managed Escalation to Tier 3 Vendor Support	*	*		*
Cross-vendor Configuration & Assistance		*	*	*
Standard 8x5 Staffed Coverage (US Based)	*	*		
Premium 24x7x365 Staffed Coverage (US Based)	*	*	*	*
On-site Support (Additional Hourly Fees Apply)	*	*	*	*
<b>first*defense</b> ® Portal Access:	*	*	*	*
Secure Ticket Access & Asset Tracking	*	*	*	*
Ticket Notification	*	*	*	*
Web-based Reporting			*	*
Standard & Customized Security Reporting & Trending			*	*
Real Time 24x7 Log Correlation, Aggregation, & Monitoring			*	*
Real Time 24x7 Searchable Log Access			*	*
24x7x365 Incident Response & Management by Live Engineers			*	*
Secure Log Retention & Storage			*	*
Proactive Device Health Monitoring, Alerting, & Reporting			*	*
Day-to-day Configuration Changes				*
Device Tuning for Optimal Security & Performance				*
Device Patch Management				*
Daily Device Configuration Backups				*
Configuration & Change Management				*
Unauthorized & Unapproved Change Detection				*
Device Software Upgrades				*
Troubleshooting & Fault Isolation				*
RMA Coordination & Logistics	*	*		*
<b>Supported Manufacturers &amp; Devices</b>				
Blue Coat	*	*	*	*
Check Point	*	*	*	*
F5 Networks	*	*	*	*
Juniper	*	*	*	*
Aruba Networks, FireEye			*	*
Palo Alto Networks, QI Labs			*	*
Riverbed, Sourcefire			*	*
Best of Breed Security Devices, Other Routers & Switches			*	*
Servers & Other IP Enabled Devices	*	*	*	