NetBrain Premium Support Services

The strength and quality of a company's technical support services is just as important as the benefit and value of the products it offers. NetBrain Premium Support Services takes the worry – and the hassle – of keeping your NetBrain automation platform up and running to be available for when you need it most. Premium Support provides expert technical assistance worldwide through highly skilled and experienced support professionals, saving you time to focus on what's important to your business.

Commitment to Customer Satisfaction

We are passionate about resolving every issue to the complete and total satisfaction of our customers. Results from our support surveys consistently reflect high levels of customer satisfaction with all feedback reviewed by our Senior Leadership Team at NetBrain.

What Is the Value of Premium Support?

Whether it's a showstopping issue with the NetBrain application layer operational status, the inability to properly map a network device in the NetBrain digital twin of your network while troubleshooting an outage at 2am, or difficulty analyzing network traffic from your AWS infrastructure to an on-prem switch, our global team of support engineers will collectively work to resolve the issue quickly and efficiently.

We realize how important the NetBrain Automation platform is to your organization, and we strive to help you protect your investment.

Premium Support is ideal if you require around-the-clock support coverage or if your teams are globally located requiring support across multiple time zones. This option provides 24 x 7 support availability with a dedicated support hotline for Severity Level 1 and Severity Level 2 issues, including weekends and public holidays.

Premium Support subscribers will also receive a dedicated Technical Account Manager to serve as a single point of contact for your cases.

Premium Support Offering

Features	Premium Support
Maximum response time for Severity Level 1 issues	**2 hours**
Maximum response time for Severity Level 2 issues	**4 hours**
Maximum response time for Severity Level 3 issues	24–48 local business hours [1]
Live Technical support coverage	**24 x 7** [2]
Number of active cases	Unlimited
Phone support	●
Email support	●
Customer Support Portal access	●
Basic how-to, troubleshooting, and question assistance	●
NetBrain GitHub, documentation, videos, security alerts, and knowledge base	●
Online support case management	●
Application support for case-driven software patches and driver updates	●
License activation and deactivation services	●
Access to latest software upgrades	●
Designated Technical Account Manager (TAM)	●
Dedicated Support Phone Hotline	●

Support is provided in English with local language accommodated, when possible.

[1] Local business hours are defined as 9:00am to 5:00pm (0900 – 1700) local time for regional support teams, excluding weekends and public holidays.

[2] For severity Level 1 and Level 2 issues, support calls will be handled by regional support teams during local business hours and managed by the global support team outside those hours.

Premium Support Limitations

- Does not include the development of custom Parsers, Qapps, Data View Templates (DVTs), Network Intent, Dashboards, or Reports.
- Does not include analysis or troubleshooting of performance problems as related to third-party products, hardware/ virtual platform issues, or Operating System issues.
- Does not include assisted installation or upgrades of the NetBrain platform.
- Does not include on-site travel to perform any support functions.

Ready to Get Started?

Your NetBrain Account Executive is always available to discuss our Premium Support program and is ready to help assess any additional needs you may have. Unsure who your NetBrain Account Executive is? Connect with NetBrain at our Customer Portal (**https://community.netbraintech.com**) and simply look in "My Company".

NetBrain

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