



DATA SHEET | MAY 2021

Technical Support Offerings

Ensure success with two tiers of iboss Technical Support.

The iboss Data Platform enables fast remote, timely technical support and answers in the cloud to connect and resolve the most common technical concerns. All iboss deployments include 12-hour LIVE support as an additional charge, customers have the option to upgrade to 24x7 coverage with faster response time by purchasing Mission Critical Support.

No matter which support option you choose, you'll experience the highest level of service from iboss.

Technical Support Offerings	Standard	Mission Critical
Online Support Center Access		
Technical Knowledge Base		
Online Training, Videos, User Guides		
Live Support Hours	8:00am – 8:00pm EST, Monday through Friday*	24x7
Live Web Chat Hours	8:00am – 8:00pm EST, Monday through Friday*	8:00am – 8:00pm EST, Monday through Friday*
Priority Levels SLA		
Severity Level 1 Response Time	2 Hours	15 Minutes
Severity Level 2 Response Time	4 Hours	1 Hour
Severity Levels 3 & 4 Response Time	24 Hours	4 Hours
Phone	Included in every basic Cloud Platform package	Annual, based on a percentage of total contract value*

Request a Demo – Please contact your account manager or sales representative for more information.

To request your personal demo of the iboss SASE Cloud Platform, please visit our [Request a Demo Page](#), or contact us at sales@iboss.com.

*24x7 support is available for an additional charge.

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To learn how to take the next step toward acquiring iboss' solutions, please check out the following resources and information:



For additional resources:
carahtsoft.com/carahtsoft/ibossResources



For additional iboss solutions:
carahtsoft.com/carahtsoft/ibossSolutions



To set up a meeting:
iboss@Carahsoft.com
(703)-889-9710



For upcoming events:
carahtsoft.com/carahtsoft/ibossEvents



For additional iboss NetBackup solutions:
carahtsoft.com/carahtsoft/ibossNetBackup



To purchase, check out the contract vehicles available for procurement:
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For more information, contact Carahsoft or our reseller partners:
iboss@carahsoft.com | (703)-889-9710

Technical Support Offerings

Ensure success with two tiers of iboss Technical Support.

The iboss SASE platform delivers SaaS Network Security architected and delivered in the cloud to connect and secure the modern, distributed workforce. All iboss deployments include 12-hour LIVE support at no additional charge, customers have the option to upgrade to 24x7 coverage with faster response time by purchasing Mission Critical Support.

No matter which support option you choose, you'll experience the highest level of service from iboss.

Technical Support Offerings	Standard	Mission Critical
Online Support Center Access		
Technical Knowledge Base		
Online Training, Videos, User Guides		
Live Support Hours	8:00am – 8:00pm EST, Monday through Friday ¹	24x7
Live Web Chat Hours	8:00am – 8:00pm EST, Monday through Friday ¹	8:00am – 8:00pm EST, Monday through Friday ¹
Priority Levels SLA		
Severity Level 1 Response Time	2 Hours	15 Minutes
Severity Level 2 Response Time	4 Hours	1 Hour
Severity Levels 3 & 4 Response Time	24 Hours	4 Hours
Pricing	Included in every iboss Cloud Platform package	Annual: Based on a set percentage of total contract value ²

¹Excluding major holidays.

²Please contact your iboss sales representative for more information on pricing for Mission Critical support.



To request your personal demo of the iboss SASE Cloud Platform, please visit our [Request a Demo Page](#), or contact us at sales@iboss.com

Technical Support Overview

Our support center is staffed by a global team of experienced support engineers committed to your success. We believe that a partnership with our customers is a requirement for success. For this reason, we offer industry leading 12 hour phone support as standard in all our packages along with best in class mission critical support.

Technical Support Center

For general support questions, please visit our convenient online Technical Support Center. When you visit and register, you have access to services enabling you to submit a Support Ticket, browse the Knowledgebase, or try the iboss Troubleshooter, where you can get answers to many common questions

Advanced Support Options

All iboss deployments include our unmatched 12-hour Standard Support at no additional charge. Customers also have the option to purchase Mission Critical Support for even more coverage, including shortened SLAs.

About iboss®

iboss is a cloud security company that provides organizations and their employees fast and secure access to the Internet on any device, from any location, in the cloud. The iboss SASE cloud platform eliminates the need for traditional network security appliances, such as firewalls and web gateway proxies, which are ineffective at protecting a cloud-first and mobile world. Jump-start your SASE transformation with iboss and experience the future of cloud security today. Learn more about the platform at www.iboss.com



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Securely connect any user, to any app, from anywhere.

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