



**Flowmon**  
Driving Network Visibility

## GOLD SUPPORT & PLATINUM SUPPORT

Flowmon Gold and Platinum Support are comprehensive services to provide customers with **full support** for their Flowmon solution. With Gold Support, you get automated access to **updates and upgrades**, fast system support, **extended hardware warranty** onsite hardware repair. Platinum Support extends Gold Support with other premium services. Your Flowmon solution keeps **the highest possible performance** and you maximize your investment.



**UPGRADES AND UPDATES**



**EXPERT MAINTENANCE**



**24/7 PHONE SUPPORT**



**FLOWMON THREAT  
INTELLIGENCE**

## ■ FLOWMON GOLD SUPPORT ■

### ■ Expert maintenance

Our support department is ready to help you with product configuration, system administration and resolving any problem that appears. The support includes access to the web customer centre, support via phone, email, remote support over SSH and consultation with our network / security specialists.

### ■ Regular updates and upgrades

All software updates and upgrades are available.

### ■ Next Business Day onsite HW Warranty

A certified technician resolves your hardware problem on-site by the next business day.\*

### ■ Extended hardware warranty

Up to 5 years.

### ■ Flowmon Threat Intelligence for Flowmon ADS

With the Flowmon Gold Support programme you receive the most up-to-date, trustworthy databases for the precise detection of infected end stations or communication with botnet command & control centres. With Flowmon Threat Intelligence you also always have the latest detection methods so you can identify even zero-day threats and other unknown risks.

### ■ Discounted hardware upgrade after 5 year cycle

The customer will receive the new hardware at half the price (saving 50%). After 5 years, HW warranty ceases to be granted by the manufacturer. Therefore, Flowmon offers a bonus program designed only for customers who have purchased a Flowmon Gold Support product with their service.

## ■ FLOWMON PLATINUM SUPPORT ■

Platinum Support includes all benefits of Gold Support service and brings other premium services:

### ■ 24/7 phone support

### ■ Keep Your Hard Drive

Service waiving the requirement to return a failed drive under warranty when you receive a replacement.

### ■ Priority Support

Cases opened by customers are processed with high priority.

### ■ Mission Critical

4-hour\*\* onsite HW warranty.



What differentiates Flowmon is their exceptional sense for priorities and flexibility in solving both everyday and unusual problems. I admire the level of their professional support which truly redefines our product experience.



*Jan Vykopal,  
Head of Incident Response Group, CSIRT,  
Masaryk University*

\* Next-Business-Day hardware support of 100GbE network interface card (valid for IFP-100000PRO-QSFP28, IFP-200000PRO-QSFP28) is a subject of current availability in the respective region.

\*\* Availability may vary by country. Mission critical 4-hour repair for HW components, does not include SW configuration. Critical hardware components are stored in distance appropriate for 4-hour delivery. Other may be available next day.