

Gigamon Technical Support Services

Service Description

Gigamon offers a range of Service and Support programs to help customers confidently deploy and maintain Gigamon solutions and implement the latest technologies and security architectures. Gigamon provides a variety of options in support services and hardware replacement capabilities to augment customer technical staff and logistics operations. The Gigamon Technical Support team is proud to offer their expertise to help answer questions and guide customers through any technical inquiries they may have during deployment or maintenance of Gigamon solutions.

A world-class organization is ready to serve our customers' support needs.

Features and Benefits

Elite-Plus Software Only Support and Maintenance Service is included with Gigamon subscription term license software products. Refer to specific Gigamon license product descriptions to determine the level of Support and Maintenance included.

Service Level	Service Feature Overview
Elite-Plus Software Only Support and Maintenance	<p>Included with select Gigamon subscription term license software products.</p> <ul style="list-style-type: none">+ Provides a choice of how to engage with Gigamon technical support staff, options include via phone, email, or self-service customer web portal.+ Available 24x7 access to Gigamon subject matter experts with reduced response time objectives.+ Available 24x7 access to the latest software release and release notes downloads via self-service customer web portal.
Hardware Replacement Services	<p>Hardware Replacement can be added to hardware sold with the subscription software to provide comprehensive software and hardware services solution.</p> <ul style="list-style-type: none">+ Provides 5-year hardware replacement for hardware purchased in combination with subscription software and Elite-Plus Software Only Support and Maintenance.+ Advance Hardware Replacement (AHR) shipping for confirmed hardware defects. Provides parts replacement shipment in advance of receiving defective parts.+ Provides either same-day or next business day shipping, depending on local time completion of return material authorization.+ Must be purchased at time of hardware product purchase, provides a 5-year AHR term which is not renewable at the end of the term.

The following Service Levels are offered for Gigamon products sold as an integrated set of Gigamon hardware appliances deployed with Gigamon perpetual software licenses.

Service Level	Service Feature Overview
Elite Product Support and Software Maintenance	<ul style="list-style-type: none">+ Best suited for Gigamon products deployed in mission-critical business environments.+ Provides a choice of how to engage with Gigamon technical support staff, options include via phone, email, or self-service customer web portal.+ Available 24x7 access to Gigamon subject matter experts with reduced response time objectives.+ Available 24x7 access to the latest software release and release notes downloads via self-service customer web portal.+ Advance Hardware Replacement provides either same-day or next business day shipping, depending on local time completion of return material authorization.
Enhanced Product Support and Software Maintenance	<ul style="list-style-type: none">+ Best suited for Gigamon products deployed outside mission-critical environments requiring improved hardware replacement option or reduced spares stock objectives.+ Provides a choice of how to engage with Gigamon technical support staff, options include via phone, email, or self-service customer web portal.+ Available access to Gigamon subject matter experts during 8 a.m. – 5 p.m. local business hours.+ Available 24x7 access to the latest software release and release notes downloads via self-service customer web portal.+ Advance Hardware Replacement provides either same-day or next business day shipping, depending on local time completion of return material authorization.
Basic Product Support and Software Maintenance	<ul style="list-style-type: none">+ Best suited for Gigamon products deployed outside mission-critical environments.+ Provides a choice of how to engage with Gigamon technical support staff, options include via phone, email, or self-service customer web portal.+ Available access to Gigamon subject matter experts during 8 a.m. – 5 p.m. local business hours.+ Available 24x7 access to the latest software release and release notes downloads via self-service customer web portal.+ Simplified hardware returns with return to factory and replacement for confirmed hardware defects.

Ordering Information

Gigamon Elite-Plus Software Only Support and Maintenance service offers are included in combination with Gigamon subscription software licensed products. Refer to the description of the specific Gigamon software subscription product for the Support service level included with the subscription product.

Following SKUs are offered as optional hardware replacement services for Gigamon products sold with Gigamon subscription term licenses:

Part Number	Description
GSP-HW-AHR-PMR	Gigamon Advance Hardware Replacement with PREMIER Level Partners, available with Subscription enabled hardware products at time of product purchase
GSP-HW-AHR-PRO	Gigamon Advance Hardware Replacement with PRO Level Partners, available with Subscription enabled hardware products at time of product purchase
GSS-HW-AHR-GMO	Gigamon Advance Hardware Replacement with direct Gigamon support, available with Subscription enabled hardware products at time of product purchase

For Gigamon products sold as an integrated set of Gigamon hardware deployed with Gigamon perpetual software licenses, following Gigamon Product Support and Maintenance programs are available:

Part Number	Description
GSP-FYS-BAS-PMR	Initial Gigamon PREMIER Support Type with BASIC Support Level (8-5,M-F/R&R), bought with product or within 1 year of original purchase of product
GSP-FYS-BAS-PRO	Initial Gigamon PRO Support Type with BASIC Support Level (8-5,M-F/R&R), bought with product or within 1 year of original purchase of product
GSS-FYS-BAS-PSS	Initial Gigamon Pass-through Support Type with BASIC Support Level (8-5,M-F/R&R), bought with product or within 1 year of original purchase of product
GSP-FYS-ENH-PMR	Initial Gigamon PREMIER Support Type with ENHANCED Support Level (8-5,M-F/AHR), bought with product or within 1 year of original purchase of product
GSP-FYS-ENH-PRO	Initial Gigamon PRO Support Type with ENHANCED Support Level (8-5,M-F/AHR), bought with product or within 1 year of original purchase of product
GSS-FYS-ENH-PSS	Initial Gigamon Pass-through Support Type with ENHANCED Support Level (8-5,M-F/AHR), bought with product or within 1 year of original purchase of product
GSP-FYS-ELT-PMR	Initial Gigamon PREMIER Support Type with ELITE Support Level (24x7/AHR), bought with product or within 1 year of original purchase of product
GSP-FYS-ELT-PRO	Initial Gigamon PRO Support Type with ELITE Support Level (24x7/AHR), bought with product or within 1 year of original purchase of product
GSS-FYS-ELT-PSS	Initial Gigamon Pass-through Support Type with ELITE Support Level (24x7/AHR), bought with product or within 1 year of original purchase of product

Gigamon Support Partner Program (“GSPP Program”)

The PREMIER and PRO (Professional) designations in the SKU descriptions reference the Gigamon Support Partner Program (“GSPP Program”) levels. Customers can purchase a direct Gigamon ‘pass-through’ support contract, or a partner delivered support solution to best meet their requirements. The GSPP Program enables our partners to develop their own unique support services or to resell Gigamon ‘pass-through’ support.

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