

FORTRA

GUIDE (Cybersecurity)

Clearswift Support Has You Covered



Serving the customer, making the technology work

The Clearswift Support Team is dedicated to optimizing the success of our customers and attaining the highest levels of customer satisfaction. You can expect a swift response from a professional support organization that is available 24 hours a day, 7 days a week. We use globally recognized best practices to deliver support that consistently meets or exceeds customer expectations.

CORE COMMITMENTS

- Availability at all hours with local presence.
- Recognized best practices, driving the quality of our service delivery.
- Openness, driving complete visibility of both the service we provide and the feedback we receive.

CUSTOMER TESTIMONIALS

'My call to Clearswift was answered promptly by an engineer who clearly had excellent knowledge...this led to the issue being diagnosed and resolved very quickly... 5-star support!'

'Excellent service, problem solved at first point of contact.. very impressive overall.'

'From first call to resolution, the best support experience I have had for a long time!'

Core Deliverables

- 24x7 worldwide telephone and email support
- Extensive web-based self-service capabilities (e.g. support portal, knowledge base)
- Knowledgeable, culturally appropriate support professionals
- Proactive and preventative support methodology, based upon globally recognized best practices

Standard Support

Every supported customer is entitled to our standard 24x7 support offering, delivered via telephone, email and our web portal. This highly reactive and responsive service allows us to take immediate ownership of any reported issues, providing you with full visibility of progress and status throughout the lifecycle of the incident. Our highly trained and experienced technical support engineers are located strategically around the world and offer response times as rapid as just one elapsed hour.

Along with the expected product updates, your support includes subscriptions to live service feeds that will keep your organization protected from the latest threats. Depending on the product, these include anti-virus, anti-spyware, anti-spam, and URL classifications. You'll be entitled to two registered technical contacts per licensed instance of your Clearswift solutions. These contacts can raise support incidents with our support engineers and they'll also benefit from full access to our extensive, searchable knowledge base. This valuable and detailed resource gives you access to hundreds of solutions, information on hot topics, and recommendations on best practices.

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Fortra.com

About Fortra

Fortra is a cybersecurity company like no other. We're creating a simpler, stronger future for our customers. Our trusted experts and portfolio of integrated, scalable solutions bring balance and control to organizations around the world. We're the positive changemakers and your relentless ally to provide peace of mind through every step of your cybersecurity journey. Learn more at fortra.com.