

FORTRA

DATASHEET (Cybersecurity)

GoAnywhere Support⁺



GoAnywhere is a powerful MFT solution that solves complex challenges that organizations face. Many customers utilize GoAnywhere in mission-critical environments. We understand customer needs for routine environment optimization and insight into best practices. We are pleased to provide Support +, an exclusive offering for production environments that includes the following:

Support + At a Glance

- No per-incident fees for live emergency support*
- Escalation team contact
- Annual Case Reviews (on request)
- 15% discount on services bundles
- Involvement in GoAnywhere's Beta Testing Program

Emergency Support

Emergency support services are available on weekends and holidays and includes the following:

- Helping to resolve product installation issues for disaster recovery purposes for production environments
- Troubleshooting potential product failures that are causing critical production problems

Contact your sales manager if you are interested in or have questions about GoAnywhere Support+. We look forward to partnering with you in your utilization of GoAnywhere.

SERVICE DESCRIPTION	STANDARD	SUPPORT +
24x7x365 Web-based Support <ul style="list-style-type: none"> · Knowledge Base · Community Forum · Self-service product licensing, ticket history, new version releases, and documentation 	✓	✓
Submit Request(s) for Product Enhancements - Global	✓	✓
Defined Service Level Response Expectations	✓	✓
Best-in-class, Live Technical Support	✓	✓
24x5 Live Chat Support (excludes major holidays)	✓	✓
24x7x365 Live Emergency Support*	✓ <small>* Billed hourly if case is not related to a product defect</small>	✓ <small>* Included with Support +, for critical production issues</small>
Quarterly Case Reviews	X	✓
Best Practice Recommendations	X	✓
Product Roadmap and Release Briefings	X	✓
Escalation Point of Contact	X	✓
Involvement with GoAnywhere’s Beta Testing Program	X	✓
X Service not included		✓ Service included



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.