

THOBSON GLOBAL SUPPORT LEVEL AGREEMENT

Google Workspace  Microsoft  MDaemon®

 **CUDA CONNECT**
PROTECTION . CONTINUITY . FAILOVER

 Barracuda **Acronis proofpoint.**



THOBSON
Technologies

We Perform, You Achieve

Thobson offers Technical Support Agreements to meet the critical response needs of your business. We are committed to delivering the best support experience with a single objective in mind: your satisfaction.



www.thobson.com



sales@thobson.com



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A creative problem-solving organization focused on collaboration & action

Thobson is a global IT solutions company with over 18+ years of experience and about 40+ employees. We provide full-cycle services in the areas of networking, design & development, infrastructure integration solutions, software development, web-based enterprise solutions, web applications, portal development. We combine our solid business domain experience, technical expertise, profound knowledge of latest industry trends and quality-driven delivery model to offer progressive, end-to-end solution.



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We have a growing team of technical employees who are ready to work with you. With a team of around 70+ technical individuals, and still growing, we are sure to have the right people for your business. Here are a few reasons why you might choose to outsource your technical support function with Staff.



US

United States



AE

Middle East - UAE



PK

Pakistan



BH

Bahrain



LB

Lebanon



JO

Jordan



KW

Kuwait



QA

Qatar



SA

Saudi Arabia



DZ

Algeria



EG

Egypt



IL

Israel



AF

Afghanistan



OM

Oman



YE

Yemen



BD

Bangladesh



AF

Africa



KY

Kenya



Technical Support Agreements

Thobson Technologies offers Technical Support Agreements to meet the critical response needs of your business. We are committed to delivering the best support experience with a single objective in mind: your satisfaction.

Key Benefits of a Technical Support Agreement

- Unlimited email support with one business day response
- Unlimited phone support, at no additional charge, during normal business hours
- Priority over all other non-priority support requests
- Better budget management by eliminating unforeseen operating expenses
- Priority support for the full term of your software product license

Purchasing a Technical Support Agreement

- If you are purchasing a new product, or renewing an existing product, you will be offered available Technical Support Agreement options for each of the products you select at the time of purchase.
- The pricing is based on the package, please contact sales@thobson.com for more details.
- To purchase a new Technical Support Agreement for your existing products or services, go directly to the Technical Support Agreement purchase page and enter your product registration key to buy now.

Priority Technical Support Contact and Availability

Priority Technical Support is available during normal business hours,

DAYS	:	Monday through Saturday
TIMINGS	:	9:00 am - 6:00 pm GMT +5 via
MODE	:	Email or Phone thru
SUPPORT HUB	:	Regional Support Center.
EMAIL	:	Support@thobson.com
SKYPE	:	thobson2@thobson.net and thobson3@thobson.net

Summary Terms of Coverage

The following is a summary of the Technical Support Agreement coverage.

■ SUPPORTED PRODUCTS

Current supported versions of MDaemon, Barracuda, Acronis, Proofpoint, Cudaconnect, Google Workspace, Office 365 products are eligible for priority Technical Support Agreements.

■ TERM

A Technical Support Agreement is valid for the full term of the associated software product license if the product has current Software License Renewal Coverage. If the software product is no longer covered under Software License Renewal Coverage, the Technical Support Agreement is valid for a term of one year from the date purchase.



■ SCOPE

Technical Support is limited to providing assistance and correction of issues related to published product performance, installation, and configuration. Thobson Technologies may limit, or terminate support service to, or may elect not to renew additional support, if customer uses the services in an irregular, excessive, abusive, or fraudulent manner.

■ AVAILABILITY

Phone and email Technical Support is available Monday through Saturday, 9:00 am to 6:00 pm GMT +5 - excluding weekends. Technical Support availability may occasionally vary from stated hours due to downtime for systems and server maintenance, company events, and circumstances beyond the control of Thobson Technologies. Phone Technical Support requests will be handled in the order in which they are received. Email Technical Support requests will be processed within one (1) business day.

■ THIRD PARTY PRODUCTS

Third party applications, hardware, or use of MDAemon Technologies' products in an environment not meeting the products' minimum system requirements will not be supported.

■ LIMITATIONS

Thobson Technologies does not accept liability beyond the remedies set forth in the Technical Support Agreement Terms and Conditions including any liability for products not being available for use or for lost or corrupted data or software, or the provision of services and Technical Support. Thobson Technologies will not be liable for lost profits, loss of business, or other consequential, special, indirect, or punitive damages, even if advised of the possibility of such damages, or for any claim by any third party. Customer agrees that for any liability related to the purchase of this service, Thobson Technologies is not liable or responsible for any amount of damages above the aggregate dollar amount paid by customer for the purchase of Technical Support under this agreement.

■ NON-TRANSFERABLE

Coverage is non-transferable and is valid for the Customer only. Resale or transfer of Technical Support plans is strictly prohibited, and will be grounds for termination or non-renewal of Technical Support. The SLA is only valid for the registered license keys and user associated with the key (licensee)

■ UPGRADES

If a product that has a Technical Support Agreement is upgraded to a different license size, the Technical Support Agreement will remain valid for the duration of the original term of the agreement, however if the users are added to the License, the SLA needs to be revised too either instantly or upon the next renewal.



Support Comparison

	Self Managed	Core Managed	Fully Managed	Premier*
24/7/365	✓	✓	✓	✓
Fully Managed Network Infrastructure	✓	✓	✓	✓
Fully Managed Hardware	✓	✓	✓	✓
Fully Managed	✓	✓	✓	✓
Level 3 Technicians On-site 24/7/365	✓	✓	✓	✓
System Level Health Monitoring and Graphing	✓	✓	✓	✓
System Level Monitoring Alerts & Notifications	✓	✓	✓	✓
100% Uptime SLA on These Items	✓	✓	✓	✓
Installation and Full Support of Core Software Package	✗	✓	✓	✓
Core Operating System Updates & Patches	✗	✓	✓	✓
Security Enhancements	✗	✓	✓	✓
Full Web Server Support including Apache (Linux)	✗	✓	✓	✓
Proactive Response & Restoration of Monitoring Events	✗	✓	✓	✓
Virus and Spam Protection	✗	✗	✓	✓
Free External Migrations**	✗	✗	✓	✓
Full Control Panel Support	✗	✗	✓	✓
Control Panel Updates and Patches	✗	✗	✓	✓
Dedicated Enterprise Resources	✗	✗	✗	✓
Dedicated Account Executive Team	✗	✗	✗	✓
Dedicated Technical Account Management Team	✗	✗	✗	✓
Solutions Architects Assistance	✗	✗	✗	✓
Custom Solutions for Growing Businesses	✗	✗	✗	✓
Managed, Sophisticated Solutions for Multi-node Configurations	✗	✗	✗	✓





We are here for you. Let's talk!

Let one of our sales engineers take you on a live tour of Thobson
from the convenience of your own desk.

For custom pricing, volume discounts and corporate solutions,
please contact sales team

Website

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Customer Service Center

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Contact Sales

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