



An application delivery solution doesn't deliver value until it's working in your environment, accelerating your applications. At Crescendo Networks, we back up our end-to-end application delivery solutions with dedicated, expert support and professional services. This document defines Crescendo Networks' Silver, Gold and Platinum support plans and provides detailed information on our hardware and software support and professional services offerings.

### Benefits

#### Global Technical Support

Regardless of your location, a Crescendo Technical Support Engineer is ready to answer your call or email from one of our worldwide locations.

#### Product Expertise

Whether your case is Minor, Moderate or Critical, our expert technical team is dedicated to successfully resolving your case.

#### Customer Support Portal

Open, access or check the status on a Technical Support case or research common questions and cases within the AppBeat Knowledge Base.

#### Case Escalation

With Crescendo's three tiered support organization, you can rest assured that your case will be escalated until a successful resolution is obtained.

#### On-site Services

From assessment to implementation, our Professional Services consultants will help you make the most of your IT infrastructure and your AppBeat products.

### Partnering for Success

Crescendo Networks' hardware and software performance is matched by the dedication and expertise of our people. Our support and professional services are provided by highly qualified and fully trained engineers based in multiple, worldwide geographies, guaranteeing quick and reliable service.

Using industry standard customer service systems, we closely monitor your open case providing a clear escalation path when necessary. With Crescendo's three tiered support organization, you can rest assured that your case will be escalated until a successful resolution is obtained.

#### Support Plans

The following table outlines the three support plans offered by Crescendo Networks:

Support Plan Features	Silver	Gold	Platinum
Case by phone	9x5	24x7	24x7
Case by email	9x5	24x7	24x7
Case by web	9x5	24x7	24x7
Response time for critical problems opened by phone	4 bus. hours	3 hours	3 hours
Free software upgrades	Yes	Yes	Yes
Advance HW Replacement RMA	Yes - 5BDs*	Yes - NBD**	Yes - NBD**
Knowledge Base Access	Yes	Yes	Yes
Dedicated Technical Account Manager	No	No	Yes
Professional Services discount	No	No	Yes - 20%
<b>Pricing</b>			
Cost for a one year agreement	12% of list	18% of list	22% of list
Cost for a 3 years agreement	9% of list	14% of list	17% of list

\*BD= Business Day    \*\*NBD= Next Business Day

## Support Plan Details

### Case by Phone

Crescendo Networks operates a toll free support line for customers in the US and Canada as well as an International toll line as follows:

**International / US toll**

**1(516) 918-5191**

**United States and Canada toll free**

**1(866) 830-0400**

### Case by Email

Crescendo enables customers to open a case via email. Cases by email should be sent to support@crescendonetworks.com. Our response time to cases opened by email is 12 hours. For urgent cases we recommend calling one of our support phone lines.

### Response Time

View the response time commitment table for detailed information on response time and problem severity. Business hours are Monday through Friday between 9:00AM and 6:00PM local time.

### Free Software Upgrades

Crescendo provides regular software upgrades for all Maestro platform models that are currently on the price list and have not been declared EoL (End of Life). For models that have been declared EoL, Crescendo will only provide software patches for bug resolutions as needed. Models that have been declared End of Support will not be supported with any new versions or patches. Customers with models that are in EoL or End of Support status may be offered special programs to upgrade to the latest hardware.

### Advanced Hardware Replacement

Return merchandise authorizations (RMAs) are granted and processed by Crescendo's support engineers. For advanced hardware replacements, the business day count starts on the day the RMA is granted. For RMA requests that are opened after 1:00PM Pacific Time, the business day count will start on the next business day. Customers are expected to return malfunctioning units back to Crescendo within 15 business days from the day a replacement unit is received.

### Knowledge Base Access

Crescendo's knowledge base is accessible via the Crescendo Networks web site Support page. Customers will be provided a username and password upon support plan purchase.

### Dedicated Technical Account Manager

When a platinum support plan is purchased, customers will be assigned a Crescendo Networks' dedicated technical account manager. This dedicated resource can be accessed directly for support cases, feature requests, onsite support help and other technical issues.

### Professional Services

Crescendo Networks provides on site professional services priced per day plus travel and expenses. Platinum support plan holders are entitled to a 20% discount off list price.

### Pricing

When purchasing a Crescendo Networks 3 year support plan, customers will be charged for the complete 3 year term at the time of purchase (i.e. a Gold plan will cost 3x14% which is 42% of the product list price).

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*"We have had an excellent experience working with Crescendo. Not only was the team helpful during the set-up of the product, they continue to be accessible and reliable on a daily basis. I think the company puts a great focus on building lifelong partnerships and relationships with customers."*

*Tony Casson, Director of Operations, Pronto .com*

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## Problem Severity Classification & Response Time Commitment

### Problem Severity Classification

Support response time is based on the severity of the problem reported. Each level of severity – Critical, Moderate and Minor – is outlined below along with Crescendo’s corresponding support commitment and problem resolution process.

	Critical	Moderate	Minor
Call Severity	<p><b>Product not functioning</b></p> <p>The customer is unable to do production work, and a work-around is either not available, or, if available is unacceptable to the customer.</p> <p>The product:</p> <ul style="list-style-type: none"> <li>• Corrupts or permanently destroys data</li> <li>• Has repeated failures</li> <li>• Has sufficiently degraded performance</li> </ul>	<p><b>Loss of functionality</b></p> <p>Any loss of functionality which does not seriously affect the customer’s operations or schedule.</p> <p>Any problem, which was originally reported as Critical, but has been temporarily solved with a work-around, shall be reduced to Moderate.</p>	<p>All problems not classified as Critical or Moderate.</p> <p>This category includes:</p> <ul style="list-style-type: none"> <li>• Errors in product documentation</li> <li>• Instances when the product does not operate according to specifications</li> <li>• Bugs which do not affect performance or functionality</li> </ul>
Initial Telephone Response	Gold and Platinum, 3 hours Silver, 4 business hours	6 business hours	12 business hours
Frequency of Update	Daily	2-3 days	As needed
Action	Working continuously	<b>Reasonable –</b> Best effort to provide solution	<b>Reasonable –</b> Resolve in next maintenance release or patch
Patch / Workaround	Immediate (as soon as possible) workaround or patch	Workaround	Maintenance release

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*“Not only were we sold based on the astounding performance improvement of AppBeat DC, but the Crescendo team was a huge selling point as well. In my 16 years at my company, I have never received better service from a vendor.”*

*Director of Web Services,  
leading worldwide healthcare and pharmaceutical company*

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## Professional services

### Professional Services Consultants

Crescendo Networks Professional Services consultants can help you take full advantage of your AppBeat application delivery products, ensuring the utmost performance and return on investment. From implementation services to on-site case resolution, our professional services team is dedicated to your success.

### Implementation

With our turnkey implementation services, Crescendo Networks Professional Services consultants will have your new AppBeat application acceleration products up and running quickly, delivering the performance, reliability and scalability you need. This service begins with a comprehensive assessment of your network and server infrastructure followed by the installation, configuration, verification and training on your AppBeat products.

### Performance Assessment

For growing online businesses, web site performance directly correlates to revenue. Crescendo Networks Professional Services consultants can help you assess both your web site's capacity and performance capabilities, providing you with a detailed analysis of your current infrastructure weaknesses and actionable steps for improvement.

### On-site Case Resolution

In addition to phone and email support, Crescendo Networks provides customized on-site case resolution services. Our highly trained consultants will assess your network and server topology, isolate, reproduce and resolve your problem, and lastly, verify the successful closure of your case.

## Crescendo Networks' AppBeat™ Solution Suite

The first multi-tier application delivery suite that accelerates and optimizes performance across all application tiers, from the web front-end to the back-end application tiers.

### AppBeat DC

A web-facing application delivery controller that enhances the performance, scalability, efficiency and resilience of web applications.

### AppBeat SC

Extends beyond the web tier to the logical application tiers managing transactions and business processes, offering new levels of visibility, control and acceleration across all layers of the application.

### About Crescendo Networks

Crescendo Networks is the recognized performance leader for accelerating and optimizing the delivery of business-critical, Web-enabled applications. The company's unique multi-tier application delivery architecture dramatically improves the operation of today's demanding application infrastructure. The world's largest corporations and fastest growing Web properties rely on Crescendo for the application performance and efficiency needed to ensure usability, facilitate rapid business growth, lower IT costs and capture additional revenue. To learn more about Crescendo Networks' application delivery solutions, visit [www.crescendonetworks.com](http://www.crescendonetworks.com).