

SOLUTION CRITICAL CARE

Advanced Application Support

When you've found the right security tool, don't stop there – maximize the value of your **technology** investment by incorporating the right **people** and **processes** to achieve success. Infolock's Solution Critical Care (SCC) offering goes beyond technical support by providing direct access to a dedicated team of support analysts and security consultants that will work with you to ensure that you are getting the most out of the security tools in your environment. SCC augments your new or existing security deployments, and can take your security program from "keeping the lights on", to achieving meaningful results and ongoing maturation of your security application.

BENEFITS

- Premium technical support
- Solution optimization and health checks
- Application configuration and upgrades

FEATURES

- Dedicated support team
- Priority access to security consultants
- Regular account status meetings

White Glove Service

The SCC service offering is designed to make the Infolock team your first-call resource for your security solution portfolio. Let our experts assist you with any technical questions, application support, configuration changes, upgrades, strategic guidance, whiteboarding, and more. We've crafted the SCC service offering to be as comprehensive and easy to consume as possible, so that you can stop worrying about the technology and get back to focusing on meaningful outcomes and business objectives.

SCC Service Overview



Initial Incident Review & Troubleshooting



Dedicated Support Team



Assistance with Configuration Questions



Policy Recommendations



Architecture Recommendations



Application Upgrades



System Health Checks



Monthly Check-in Calls



Quarterly Account Review Meetings

Experts On-Call

SCC gives you access to a dedicated team of experts that will serve as your security portfolio's center of excellence. We assign a Support Manager that serves as the central intake point for any and all application concerns. The dedicated Technical Services Engineer can perform initial incident review, diagnostics, and advanced technical troubleshooting tasks during first contact. Any requests regarding application configuration, solution design, architecture, or systems integration will be addressed by a Consulting Services Engineer with deep expertise and industry/solution credentials and certifications. Customers also have 24/7 access to a support portal to raise incidents, or to browse any of our support articles that have all been written by Infolock subject matter experts.



Support Manager

Coordinates Issue Resolution and Support Activities



Technical Services Engineer

Performs initial incident review and issue troubleshooting



Consulting Services Engineer

Performs advanced troubleshooting and professional services tasks

Symantec Enterprise Security Coverage

SCC covers a broad spectrum of Symantec Enterprise Security products.

Data Protection	Network Security	Threat Protection
Data Loss Prevention	ProxySG	Endpoint Protection
CloudSOC	Web Security Service	

Service Level Agreements

SCC response times for product support are as follows:

Response Time Goals	
Severity 1	Support Team will acknowledge ticket within one (1) business hour and TSE or primary or backup CSE will begin support response within four (4) business hours
Severity 2	Support Team will acknowledge ticket within two (2) business hours and TSE or primary or backup CSE will begin support response within eight (8) business hours
Severity 3	Support Team will acknowledge ticket within four (4) business hours and primary or backup CSE will begin support response within twelve (12) business hours
Severity 4	Support Team will acknowledge ticket within four (4) business hours and primary CSE will begin support response within three (3) business days

Dedicated experts who know your business.

Proven expertise with data protection technology & strategic program development.

Continual optimization of technology & resources.

Complete information protection application management to protect data & reduce overall risk.

READY TO GET STARTED?

To learn more about how Solution Critical Care from Infolock can help your organization achieve comprehensive security for your critical data, visit our website, email, or call us today.

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