Get the Most from Your IT Investment with NetIQ Maintenance Programs

Adopt and manage your NetIQ solutions with complete confidence, knowing you have the product upgrades, software updates, and technical support you need to be successful with your NetIQ solutions. With these world-class resources you'll be able to manage costs and risks so you can focus on meeting your overall business objectives.:

Focusing on Customer Success

At NetIQ, we place your success at the heart of our business. Our solutions allow you to manage change, complexity and risk; but we know that great technology is never enough. NetIQ Maintenance programs complement your product purchase with product upgrades, software updates and technical support. It helps you stay current with technology, keeps your NetIQ solutions running smoothly and reduces the overall risk to your IT operations. NetIQ Maintenance programs are part of our commitment to ensure you get the most from your NetIQ investment.

Product Upgrades

As we release new versions of your software, you automatically receive upgrades as a benefit of your maintenance program. You have immediate access to the latest technology, which allows you to take advantage of new features and functionality that will help you maintain the highest levels of productivity and security. With one modest annual investment, you can ensure that you get new software releases without complicated budgeting cycles and individual software purchase requests. And though you have immediate access to the new software, you have the flexibility to update your systems when it best meets your needs.

Software Updates

Keeping your systems up-to-date with the latest service packs, patches and fixes is critical to maintaining an optimized and secure system. NetIQ Maintenance program customers have exclusive access to these crucial resources. Subscribe to receive automatic notifications so you can immediately obtain the right content to keep your systems updated and running smoothly.

Great technology is never enough

NetIQ Maintenance programs complement your product purchase with the product upgrades, software updates and technical support you need to increase productivity, manage costs, minimize risk and focus on meeting your business objectives.
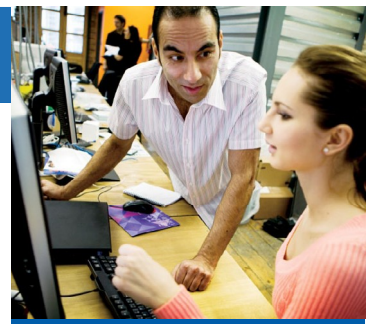
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NetIQ.

Technical Support

With maintenance, you'll have the help you need, when you need it. You can leverage the expertise of the world-class NetIQ technical support organization, a network of people, systems and services designed to ensure you receive the highest-quality technical support assistance. Your technical support access includes:

- Unlimited service requests
- Twenty-four hour access seven days a week for Priority Maintenance, twelve hour access five days a week for Standard Maintenance
- Phone, chat, email and web support
- Remote diagnostics and support via chat
- Online case management

- Access to all content in the NetIQ Support Knowledgebase
- Access to support forums
- Ability to submit bug reports online
- Ability to add option to purchase
- Ability to add enterprise-level services such as service account management, dedicated support engineers, on-site support and more

Choose the Plan that Meets Your Needs

Our customers have very diverse needs, and we know a one-size-fits-all approach does not apply. With NetIQ Maintenance, you choose between two levels of service: Standard and Priority.

TECHNICAL SUPPORT OVERVIEW

Benefits	Standard	Priority
Access	12x5	24x7
Technical Support	Unlimited	Unlimited
Response Time	Severity 1 = 2 hours	Severity 1 = 1 hour
	Severity 2 = 4 hours	Severity 2 = 2 hours
	Severity 3 = Next business day	Severity 3 = 4 hours
	Severity 4 = Next business day	Severity 4 = Next business day

NetIQ®

Customize Your Experience

You can also purchase any of our Premium Service or technical training offerings to ensure you have the dedicated resources and specialized skills you require to meet the needs of your business-critical environment. We offer many enterprise-level services such as::

- **Service account management** – A Service Account Manager (SAM) develops a close working relationship with your business to gain an in-depth knowledge of your technical support needs and coordinates the efforts of support personnel on behalf of your business.

- **Dedicated support engineers** – Dedicated support engineers help you maintain a highly available and optimal performance environment, keeping downtime to a minimum.

- **Standby and on-site support services** – These services ensure you have experts available when you need them for mission-critical projects.

- **In-depth training and certification** – Along with our certification programs, in-depth and custom training opportunities prepare your team to maintain your NetIQ solutions.

- **Consulting engagements** – Our astute business strategists and technical experts can help you increase business-critical capabilities, achieve tangible results, create a competitive advantage and realize a return on your investment within realistic time frames.

If you are a Master License Agreement (MLA) customer, you may be entitled to receive some enterprise level services as a benefit of your buying program. For more information on our Premium Service offerings, visit www.netiq.com/support/premium.

Our Premium Service offerings ensure you have the dedicated resources and specialized skills you require to meet the needs of your customized environment.

NETIQ MAINTENANCE AT-A-GLANCE

Technical Support Features
Unlimited service requests
24x7 access for Priority Maintenance
12x5 access for Standard Maintenance
Phone, web, chat and email support
Remote and dial-in support (via chat)
Online case management
Full access to support knowledgebase
Access to support forums
Access to enterprise-level services

Product Features
New software releases
Access to service packs, patches and fixes
Security alerts and announcements
Ability to submit product enhancement requests

Benefits
Provides flexibility to choose the services that meet your needs
Reduces risk and total cost of ownership
Enables IT to focus on core competencies
Keeps systems available, reliable and optimized
Improves employee, team, system and organizational productivity
Provides the latest and greatest functionality
Resolves issues and questions quickly
Eliminates the high costs associated with downtime
Protects overall customer investment

NetIQ®

Partner with NetIQ through Maintenance

When you purchase maintenance from NetIQ, you tap into all the resources and advantages of an established global company with a long and proven history of success. We invest heavily in research and development to move our products' features and functionality forward with the latest improvements in technology. We have invested in state-of-the-art systems, infrastructure and processes to ensure you receive the same exceptional experience every time you need technical support.

With NetIQ Maintenance programs, you'll have access to the resources you need. You'll work with an experienced, professional team that knows how to apply proven methodologies and a wealth of technical and business expertise.

The Bottom Line

You can be confident our vision and proven ability to execute will allow you to succeed today and in the future. The benefits of NetIQ Maintenance programs allow you to focus on driving your business while we focus on making sure your systems operate smoothly and without interruption.

For more information about NetIQ Maintenance programs, please visit **www.netiq.com/services/maintenance** or contact your sales representative.

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