



Gradian Value-Added Products

At a Glance Guide

Below is a summary of Gradian's Value-Added Product deliverables. For further information, please contact your Account Manager on +44 (0)1276 534771.

Feature	Vendor Support	Gradian Support	TASP™	Managed Service
8x5 Availability	✓	✓	✓	✓
24x7 Availability	✓	✓	✓	✓
Unlimited Service Incidents	✓	✓	✓	✓
Software Releases	✓	✓	✓	✓
Webex Support On-Demand	✓	✓	✓	✓
Symantec Knight Alignment		✓	✓	✓
Support Guide		✓	✓	✓
Success Professional		✓	✓	✓
Co-operative Support Escalation		✓	✓	✓
Management Escalation of Critical Issues		✓	✓	✓
ITIL Alignment		✓	✓	✓
On-tap Configuration Advice			✓	✓
Technical Account Manager (TAM)			✓	✓
Quarterly Service Review (QSR)			✓	✓
Product Roadmap Visibility			✓	✓
8 Hours Remote Configuration Assistance			✓	✓
Product Upgrade Planning			✓	✓
Initial Configuration Design				✓
Configuration Change Planning				✓
Ongoing Configuration Management				✓

