

GRADIAN PREMIUM TECHNICAL TELEPHONE SUPPORT (PTTS)

Gradian's Premium Technical Telephone Support (PTTS) is a stand-alone service making unparalleled expertise available to help troubleshoot and fix issues that directly affect the day-to-day operation of your product(s).

1. UK-based
2. 24x7x365 availability
3. Defined SLOs – 1hr guaranteed call-back
4. Manned by vendor-accredited engineers

PREMIUM SUPPORT BUNDLE

This is a blended annual agreement comprising both PTTS (described above) and BCS (described below).

BUSINESS CRITICAL SUPPORT (BCS)

BCS is a natural complement to PTTS providing a proactive and strategic approach. BCS includes a Technical Account Manager (TAM) helping you drive technological performance to match the dynamic demands of modern enterprise.

1. Enables you to develop a granular understanding of your business through an annual Security & Compliance Review (SCR) followed by ongoing Service Reviews (SR)
2. Your TAM will help you stay aligned with standard cyber security frameworks (CIS, NIST)
3. Gradian TAMs are enterprise-grade solution specialists and fully endorsed by vendors
4. Your TAM is a dedicated escalation point for all support calls
5. Preferential day rate for optimisation PS

GRADIAN MANAGED SERVICE

Gradian's Managed Service is for organisations that demand the ultimate level of expertise and global experience. Uniquely positioned with a hybrid structure, it will reduce the burden on your in-house team by contracting with UK-based experts to run your tools for you without relinquishing total control.

1. Managed Service brings together the benefits of PTTS, BCS and Consultancy through a single annual agreement
2. Bespoke Standard Operating Procedure (SOP) per customer
3. Unlimited Policy changes
4. Includes all Consultancy

Gradian Support Packages

Mail, Web, Endpoint and DLP



Feature	Vendor Support	Premium Technical Telephone Support (PTTS)	Premium Support Bundle: PTTS with BCS	Gradian Managed Service
Multi-channel Support	✓	✓	✓	✓
Immediate L2 Support Access		✓	✓	✓
Software Releases	✓	✓	✓	✓
Unlimited Incidents	✓	✓	✓	✓
Webex Support On-Demand		✓	✓	✓
Support Guide		✓	✓	✓
Defined SLOs		✓	✓	✓
Co-operative Escalation		✓	✓	✓
Case Management		✓	✓	✓
Fast-Track Escalation		✓	✓	✓
Upgrade Advice		✓	✓	✓
On-Tap Config Advice			✓	✓
Product Upgrade Planning			✓	✓
Technical Account Manager (TAM)			✓	✓
Tech Clinic			✓	✓
Annual Security & Compliance Review (SCR)			✓	✓
Optimisation PS*			Preferential	All Inclusive
Service Reviews (SR)			✓	✓
Downtime Prevention Advisory				✓
Unlimited Config Changes				✓
Configuration Change Management				✓
Minimum Term (months)	N/A	12	12	12

*Includes platform upgrades, configuration optimisation and policy management

