



Managed Security Support: SecureCall

TELEHOUSE SecureCall provides your business a highly qualified single point of contact responsible for ownership, tracking, and technical resolution of your support cases. SecureCall was developed using experience gained working with thousands of clients around the world.

SecureCall

SecureCall services are delivered from TELEHOUSE's global dedicated Support Centers, facilities where staff are available 24x7 to monitor, advise and repair your security infrastructure. TELEHOUSE operates Support Centers with English, German and French speaking support service personnel versed in security products from more than 20 vendors.

Our flexible support services are delivered by our highly trained, qualified and accredited security professionals and engineering experts. We work closely with leading vendors so if there's ever a need for escalation, we get the right answers, fast. We provide remote monitoring of your systems with ready access to our product knowledge base and our expert advice.

SecureAssist

SecureAssist provides support for vendors and products that are newer to the market or becoming out-of-date, and are therefore not covered under our SecureCall services portfolio. By providing support for a wide range of devices and software, TELEHOUSE is your single point of contact for all of your security support needs.

Our efficient call handling and close relationships with security vendors means we get you answers when you need them. No matter where you purchased your security products, TELEHOUSE takes ownership of your support needs. We work closely with you and the vendor's and/or distributor's technical and hardware support team until problems are completely resolved.

Managed Security Support

TELEHOUSE offers a complete portfolio of global Managed Security Support services designed to give you a single multilingual expert point of contact for all your security needs. Our support

professionals and engineering team are here to help you keep your business secure and your operations running smoothly. We work with you to make sure your security systems and products operate effectively, deliver their promised protections, and are brought back online as quickly as possible when problems arise.

We bring an unmatched depth of experience in supporting our customers with more than 6,000 active support contracts in force. Many of the world's leading companies count on TELEHOUSE. We handle thousands of support calls a month and more than 95% of those calls are answered within 20 seconds.

Our close relationships with leading security vendors and diverse global customer base allow us the scale and insight to solve customer problems faster, deploy new solutions and respond to changing threats more effectively. Our support and engineering professionals are experienced, continuously trained, and certified to the highest levels in the products we support. We frequently update our supported product portfolio so that our customers can move quickly, respond to new risks, and benefit from product advances.

Classic Service Level

Ideal for businesses where service interruption or downtime is not critical to business operations.

Enhanced Service Level

Designed for businesses that need longer support hours for business-critical systems.

Premium Service Level

Designed for businesses with complex multiple systems that are critical to operations. We are available 24x7, and our team of experts always on hand to get your systems and services back up and running as soon as is possible.

Managed Security Support

- Telephone and email access to our IT security product experts
- A single point of contact for your support contracts from multiple vendors, delivered in the language of your choice
- A well-defined Service Level Agreement (SLA) with established call prioritization, response and escalation
- Web access to the TELEHOUSE service desk system to track call progress in real time
- Regular updates and monitoring of published vulnerabilities, new software releases, patches and threats
- Access to the TELEHOUSE security and support knowledge base

TELEHOUSE Management Framework Value

- Leverage TELEHOUSE's best-of-breed monitoring technologies and proven implementation processes to provide rapid and effective management
- Gain visibility into your security environment
- Rely on expert analysts to improve the stability and availability of your environment

For more information visit www.TELEHOUSE.com



Support Features for SecureCall and SecureAssist

SecureCall	SecureCall Classic	SecureCall Enhanced	SecureCall Premium
→ Business Hours Coverage	✓	✓	✓
→ Single Point of Contact	✓	✓	✓
→ Language Support (English)	✓	✓	✓
→ Case Handling and Management	✓	✓	✓
→ Technical Support	✓	✓	✓
→ Hardware Support	✓		✓
→ Web-based Support Tracking	✓	✓	
→ Response Service Level	✓	✓	✓
→ TELEHOUSE Support Knowledge Base	✓	✓	✓
→ TELEHOUSE Advise Service	✓	✓	✓
→ TELEHOUSE Support Update Service	✓	✓	✓
→ Remote Monitoring	✓	✓	✓
→ Extended Business Hours Coverage		✓	✓
→ 24x7 Coverage			✓
→ On-Site Assistance (Cost option available at all levels)	Option	Option	Option

SecureAssist	SecureAssist Classic	SecureAssist Enhanced	SecureAssist Premium
→ Business Hours Coverage	✓	✓	✓
→ Single Point of Contact	✓	✓	✓
→ Language Support (English, French and German)	✓	✓	✓
→ Case Handling and Management	✓	✓	✓
→ Technical Support	✓	✓	✓
→ Hardware Support	✓	✓	✓
→ Web-based Support Tracking	✓	✓	✓
→ Extended Business Hours Coverage		✓	✓
→ 24x7 Coverage			✓
→ On-Site Assistance (Cost option available at all levels)	Option	Option	Option

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