



iSupport – Keeping you on the forefront of iDirect innovation

The pace of Satellite technology innovation continues to accelerate. For iDirect customers and partners, access to the next breakthrough technologies can mean the difference between winning new business or missing out on promising new market opportunities.

iSupport ensures every iDirect customer and partner stay in the best position to fully enhance their service offerings and maximize every competitive advantage.

In addition to vital software upgrades, iSupport provides round-the-clock assistance from iDirect network experts via our Technical Assistance Center (TAC).

iSupport is offered in varying service tiers, Basic, Enhanced and Premium, with special benefits ranging from direct access to a comprehensive knowledgebase to network health checks.

Software Upgrades Grow Your Competitive Edge

iSupport customers receive first notification of new releases, release notes, and based on their service level, access to the software. Our experts help you prepare for the upgrade, minimizing your downtime for a quick, efficient process. In fact, for Premium iSupport customers we can manage the entire upgrade remotely for you.

iDirect Technical Assistance Center: Stay in Touch with the Experts

iDirect's Commitment to Innovation, Service and Support: Six out of 10 iDirect employees are in Engineering and Technical Services. TAC works closely with iDirect engineering to ensure we're leveraging all iDirect expertise to its fullest for iSupport customers.

iSupport Basic Service Program

This program is designed to provide our customers and partners a basic level of support services. The following features are included in the iDirect Basic Service Program:

- **Stay current and competitive with immediate access to upgrades.**
- **Stay connected 24/7/365 to the experts.** Entitled to round the clock access to the world-class engineers and network experts. The iDirect TAC provides ongoing support for rapid issue resolution.
- **Access to the latest product documentation, technical notes, and bulletins.**
- **Access to the iDirect online issue tracking system,** providing full tracking of issues, RMA's (Return Material Authorization) status and more.
- **30-day standard RMA response for hardware.**



*For additional services and benefits, ask about iSupport Enhanced and iSupportPremium.
Contact your iDirect sales representative or the iSupport Programs team at [iSupportiDirect.net](https://www.supportidirect.net).*

Support Online:

Answers when you need them

Download software releases, open cases, track the status of your RMAs and more, all from the security of this password-protected Partner Portal site: [tac.idirectnet](https://www.supportidirect.net). Access technical tips, technical bulletins, and the most up to date FAQs.



iSupport Enhanced Service Program: Our most popular comprehensive support plan

This Enhanced Service Program is designed to provide customers with a full range of services, including:

- **Stay current and competitive with immediate access to upgrades.** Access to all major, minor and service upgrade releases.
- **Stay connected 24/7/365 to the experts.** Entitled to round the clock access to the world-class engineers and network experts. The iDirect TAC provides ongoing support for rapid issue resolution.
- **Easy access to the latest product documentation, technical notes, bulletins and software release notes.** Comprehensive customer web interface: the Partner Technical Assistance Center, including the latest integrated tools, best practices and dynamic knowledge with all the latest information.
- **Easy issue tracking.** Access to the iDirect online issue tracking system, providing full tracking of issues, RMA's (Return Material Authorization) status and more.
- **Automatic qualification into the iDirect Beta Program.** Be among the first to preview new releases.
- **Extended lifetime warranty** for iDirect supplied hub-based hardware for the contract term (subject to End of Life Notification).
- **30-day standard RMA response for hardware under warranty.**
- **Training Seat Credit(s)** valued at \$2,500 each (quantity dependent upon hub revenue tier).

iDirect TAC at a Glance

- ◆ Customer satisfaction ratings consistently above average – 93.4%
- ◆ Technical Assistance Centers in Herndon, VA (USA) and Singapore (Asia)
- ◆ Every TAC professional is iDirect-trained and -certified in supporting customer networks and problem resolution
- ◆ 24/7/365 access

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iSupport Premium Service Program: For an extra level of personalized service

The Premium Service Program is designed for customers who require mission critical operational support. In addition to the features included in the Enhanced Service Program, the Premium Service Program offers the following additional benefits

- **Remote Managed Upgrade Support.** An iDirect Certified Systems Engineer works with you remotely to plan and execute managed upgrades for your mission-critical systems.
- **Technical Account Management (TAM) Support.** A primary and back-up Certified Systems Engineer is assigned to you for ongoing support. They gain an indepth knowledge of your particular network environment and understanding of your business objectives to quickly align resources, provide escalations management and conduct detailed quarterly account reviews.
- **Annual Network Audit.** The Annual Network Audit is conducted remotely by an iDirect Technical Service Engineer (TSE), and includes:
 - Remote data collection
 - A comprehensive iDirect network analysis
 - An audit report including recommendations for optimized network performance and reliability
 - Review of the audit report with customer
- **10-Day Fast Track Response for Warranty Repairs** for Satellite Router warranty repairs.
- **Spare-in-the-Air RMA Support** for Hub Components under warranty with 24-hour advanced replacement (shipment from a global replenishment warehouse).
- **Quality Analysis Reports** detailed quarterly for RMA's, Order Shipments, and Service Issues.
- **Automatic Escalation to Tier II TAC Support** facilitating a rapid response to inquiry.
- **Training Seat Credit(s)** valued at \$2,500 each (additional quantity available to PSP subscribers).

For more information, contact your iDirect sales representative or the iSupport Programs team at iSupport@iDirect.net.

Support Online: Answers when you need them

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iDirect iSupport At-a-Glance

Service Levels

		Hub Solutions & SatManage		
		Basic Support Plan (BSP)	Enhanced Support Plan (ESP)	Premium Support Plan (PSP)
Technical Support	24/7/365 TAC Access	✓	✓	✓
	Registered to iDirect Support Website, iSupport Online	✓	✓	✓
	Access to Web Portal for TAC Issues	✓	✓	✓
	Access to Tech Bulletins	✓	✓	✓
	Automatic Escalation to Tier II Support for Support Call Priority 1, 2, and 3			✓
	Technical Account Management Support			✓
	Annual Network Audit			✓
	Training Credit		✓	✓
Software Upgrades	Access to Service Releases	✓	✓	✓
	Access to Major and Minor Releases		✓	✓
	Remote Managed Upgrade Support			✓
RMA Response	30-day Turnaround from Receipt of Equipment under Warranty	✓	✓	
	10-day Fast Track on Satellite Routers under Warranty			✓
	Spare-in-the-Air for HubSolution Components under Warranty			✓
Warranty	Extended Warranty for iDirect supplied Hub base Hardware		✓	✓

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Advancing a Connected World