



## iSupport – Keeping you on the forefront of ST Engineering iDirect innovation

The pace of VSAT innovation continues to accelerate. For ST Engineering iDirect 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 ST Engineering iDirect partner stays 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 ST Engineering 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 onsite 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**



ST Engineering iDirect's Commitment to innovation, Service and Support: 6 out of 10 iDirect employees are in Engineering and Technical Services, TAC works closely with ST Engineering iDirect Engineering to ensure we're leveraging our expertise to its fullest for iSupport customers.

# 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 24x7x365 to the experts.** Entitled to round the clock access to the world-class engineers and network experts. The iDirect Technical Assistance Center (TAC) Portal 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 with the TAC Portal, including the latest integrated tools, best practices and dynamic knowledge with all the latest information.
- **Easy issue tracking.** Access to the ST Engineering iDirect online issue tracking system, ServiceNow™, provides full tracking of issues, RMA (Return Material Authorization) status and more.
- **Automatic qualification into the ST Engineering iDirect Beta Program.** Be among the first to preview new releases.
- **Extended lifetime warranty through End of Life** on iDirect hub-based hardware.
- **30-day standard RMA response** for hardware under warranty.
- **Training Seat Credit(s)** valued at \$2,500 each (quantity dependent upon hub revenue tier).

## TAC Portal at a Glance

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

## 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 the password-protected TAC portal: [support.idirect.net](https://support.idirect.net). Access technical tips, technical bulletins, and the most up to date FAQs.



# iSupport Basic Service Program

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

- **Stay current and competitive with immediate access to service releases.**
- **Stay connected 24x7x365 to the experts.** Entitled to round the clock access to the world-class engineers and network experts. The iDirect Technical Assistance Center (TAC) Portal provides ongoing support for rapid issue resolution.
- **Easy access to the latest product documentation, technical notes, and bulletins.** Comprehensive customer web interface with the TAC Portal, including the latest integrated tools, best practices and dynamic knowledge with all the latest information.
- **Easy issue tracking.** Access to the ST Engineering iDirect online issue tracking system, ServiceNow™, provides full tracking of issues, RMA (Return Material Authorization) status and more.
- **30-day standard RMA response** for hardware.

*For additional services and benefits, ask about iSupport Enhanced and iSupport Premium. Contact your ST Engineering iDirect sales representative or the iSupport Programs team at [iSupport@iDirect.net](mailto:iSupport@iDirect.net).*

## 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 ST Engineering 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 in-depth 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 ST Engineering iDirect Technical Service Engineer (TSE), and includes a comprehensive iDirect network analysis. The analysis is conducted in four key phases: remote data collection, data analysis, report presentation preparation and on-site report presentation and consulting with the customer. Current network conditions are assessed and recommendations are made for optimized network performance and reliability. Upon conclusion of data collection, analysis, and report preparation review, the Senior Technical Support Engineer delivers the report of findings and recommendations. The report delivery will be via an on-site meeting at Partner's location of choice. Travel expenses are included for such on-site report delivery meeting.
- **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 ST Engineering iDirect sales representative or the iSupport Programs team at [iSupport@iDirect.net](mailto:iSupport@iDirect.net).



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*Advancing a Connected World*

# iDirect iSupport At-a-Glance

## Service Levels

		Hub Solutions & SatManage		
		Basic Support Plan (BSP)	Enhanced Support Plan (ESP)	Premium Support Plan (PSP)
% of all iDirect Hub Equipment, Line Cards Software Licenses# and SatManage Software Licenses (Based on Purchase (License) Price Paid by Partner) (#Velocity platform only)		9%	13%	16%
<b>Technical Support</b>	24x7x365 TAC Access	✓	✓	✓
	Registered to iDirect Support Website, ServiceNow™	✓	✓	✓
	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		✓	✓
<b>Software Upgrades</b>	Access to Service Releases	✓	✓	✓
	Access to Major and Minor Releases		✓	✓
	Remote Managed Upgrade Support			✓
<b>RMA Response</b>	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			✓
<b>Warranty</b>	Extended Warranty for iDirect HubSolution Components		✓	✓