



EXCELLENT SUPPORT FOR MAXIMUM IT SECURITY

# FIRST CLASS SUPPORT



# 1ST CLASS MANUFACTURER SUPPORT

As a Securepoint partner, you benefit from personal, first-class manufacturer support that goes far beyond the standard. Our goal is not only to offer you the best possible support, but also to ensure the optimal use and configuration of our security solutions. Our experienced support team is at your disposal for this purpose — directly from our headquarters in Lüneburg, staffed exclusively by trained IT specialists. The result: one of the fastest and most reliable support services on the market.

## Your advantages at a glance:

- **Fast and competent assistance:** Our product specialists are available to assist you personally with all your inquiries — from initial setup to troubleshooting.
- **Knowledge transfer for your success:** We pass on our expertise to you in a targeted manner so that you can advise and support your customers in the best possible way.
- **Exclusive project support:** Our project team is there to support you at every stage, especially when it comes to complex or particularly demanding customer projects — from presales consulting to planning and implementation to acceptance. If necessary, we can also provide support directly on site.

- **Benefits for certified partners:**

As a Certified Partner or Premium Partner, you enjoy additional support. Your requests are given priority, and the practical content of our training courses ensures smooth interaction between your technicians and our support team.

## Customized service: TA & TA+

For special requirements, we offer direct support for your end customers in the form of our Technical Assistance contracts (TA and TA+).

- **TA:** Quick and direct contact with the support team — ideal for emergencies or urgent questions.
- **TA+:** Go one step further and get active support in optimally configuring your Securepoint systems. This will increase your customers' security level — especially recommended for demanding environments with high availability and security requirements.

**Experience support at the highest level. Your commitment to a higher partner status pays off — with expanded benefits, preferred service, and even closer collaboration.**

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Presented by your Securepoint partner