

W  B  
WALLIX ADMINBASTION SUITE



# Support Services

# Wallix AdminBastion

## WALLIX SUPPORT SERVICES

This document outlines our commitment and the conditions of **Wallix Support Services**. Wallix offers support to customers as part of the maintenance of their WAB solution. WAB Support Services are issued by the Wallix Technical Support Center.

### 1. A team of experts to ensure continuity of service

You can be sure you'll get access to our certified experts, trained in your solution with extensive field experience. Many of our support engineers have installed Wallix products repeatedly in diverse environments. And they work in close proximity to our R & D team, making resolving your potential issue much more straightforward.

### 2. Our commitment

Backed by our technical expertise, we're committed to being responsive and proactive when dealing with your issue. Our goal is always to find a solution to your problem on the first call. We are committed to respond to a newly opened ticket in a reasonable time and will offer the authorized subscriber of the support contract the option to categorize incident severity to be validated by the Technical Support Center:

- Priority 1: Production interrupted
- Priority 2: Partly usable system
- Priority 3: Little or no impact on production

### 3. Support services

Wallix provides three levels of support: **Silver, Gold and Platinum** in both English and French.

## Technical support | Description

Technical support and maintenance	Silver	Gold	Platinum
Access to product updates	X	X	X
Access to patches	X	X	X
Dedicated contact			X
Access to support (Nb of registered users authorized)	2	4	6
Phone & E-mail support	guaranteed 24-hour response time	guaranteed 8-hour response time	guaranteed 2-hour response time
Hardware Warranty*	Next Business Day On-Site Service	4-Hour On-Site service	2-Hour On-Site service
Availability	monday to friday 9.00 am to 7.00 pm (GMT+1)	7 days a week 9.00 am to 7.00 pm (GMT+1)	24/7

MORE  
INFORMATION

WALLIX  
Technical Support Center

Tel.: +33 1 70 36 37 50

#### 4. Can you benefit from Wallix Support Services?

- Your organization uses Wallix supported software (see link page maintenance)?
- Your maintenance contract is valid?
- You are officially identified as the purchaser of the contract?

You're entitled to Wallix Support Services! Simply submit a request for technical assistance.  
WAB Support Services are provided for the technical problems that might occur during normal use of our solutions.

#### 5. How to work with the Technical Support Center

##### **We follow this process to ensure your customer satisfaction:**

- Opening of the incident by the subscriber (reseller or client)
- Analysis of the incident by the Technical Support Center
- Resolution of the incident

##### **Submit your request for technical assistance:**

- **Via the Support Portal [support.wallix.com](https://support.wallix.com)**  
**(a login is sent to you when you subscribe)**
- **By phone: +33 1 70 36 37 50**

Once submitted, your problem is assigned a unique identifier valid until resolution and managed only via the Support Portal [www.WALLIX.force.com/support](https://www.WALLIX.force.com/support).

Once your incident is opened, our expert engineers collect any information necessary for the fastest possible resolution. Initial responses may include:

- Provide you with instructions for resolution
- Referring you to sections of the technical documentation supplied with the WAB
- Searching for information on similar incidents Wallix knowledge base
- Collecting information, errors or logs files on your system or environment to isolate the cause of the incident
- Asking your authorization to establish a remote connection
- Escalation of your issue to other technical experts at Wallix (Product Managers, R & D team etc)

If a hardware problem detected on your Wallix appliance, it will be an exchange of it on site according to the time specified in the WAB Support Services levels above. As the WAB stored sensitive information you will always retain hard drives when defective equipment needs to be replaced.



WALLIX is a software company offering privileged access management solutions for large and medium sized enterprises, public organizations and cloud service providers, helping their many customers to protect their critical IT assets including data, servers, terminals and connected devices.

Wallix AdminBastion Suite (or WAB Suite) gives the most effective route to security and compliance by reducing its users' biggest security risk – privileged access to IT – in the shortest possible time.

Customers report that deploying WAB Suite requires only 40% of the time needed for a similar deployment of a leading competitor. This led a leading analyst to conclude "WALLIX offers the fastest route to compliance".

With an unobtrusive architecture, full multi-tenancy, and virtual appliance packaging, WAB Suite is the easiest solution in its category to implement, use and manage. Its best of breed features which include password management, web access portal, access control and comprehensive session monitoring and recording can be deployed easily and securely on premise or in a hybrid cloud environment.

WALLIX is a public company listed on Alternext, with a strong customer presence in EMEA. WALLIX has offices in Paris, London and Munich. Over 300 companies trust WALLIX to secure their IT systems, including Alain Afflelou, Danagas, Dassault Aviation, Gulf Air, Maroc Telecom, McDonald's, Michelin, PSA Peugeot-Citroën and Quick.

Twitter: @wallixUK

More information on: [www.wallix.com](http://www.wallix.com)

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