

Gigamon Technical Support Services

Service Description

Gigamon offers a broad range of Service and Support programs to help you confidently deploy and maintain Gigamon solutions and implement the latest technologies and security architectures. Gigamon provides you a variety of options for the level of support services and hardware replacement capabilities to augment your technical staff and logistics operations. The Gigamon technical support team is proud to offer their expertise to help answer questions and guide you through any technical support inquiries you may have during deployment or maintenance of your Gigamon Solution. A world-class organization ready to serve your technical support needs.

Features and Benefits

The following Service Levels are offered for Gigamon Products sold as an integrated set of Gigamon hardware deployed with Gigamon perpetual licenses.

Service Level	Service Features
Basic Product Support and Software Maintenance	<ul style="list-style-type: none"> + Best suited for Gigamon products installed outside business-critical environments. + Provides a choice of how to engage with Gigamon technical support staff, options include via phone, email, or self-service customer web portal. + Available access to Gigamon subject matter experts during 8 a.m. – 5 p.m. local business hours. + Available 24x7 access to the latest software release and release notes downloads via self-service customer web portal. + Simplified hardware returns with return to factory and replacement for confirmed hardware defects.
Enhanced Product Support and Software Maintenance	<ul style="list-style-type: none"> + Best suited for Gigamon products installed outside business-critical environments requiring improved hardware replacement option or reduced spares stock objectives. + Provides a choice of how to engage with Gigamon technical support staff, options include via phone, email, or self-service customer web portal. + Available access to Gigamon subject matter experts during 8 a.m. – 5 p.m. local business hours. + Available 24x7 access to the latest software release and release notes downloads via self-service customer web portal. + Advance Hardware Replacement provides either same-day or next-business-day shipping services, depending on local time completion of return material authorization.
Elite Product Support and Software Maintenance	<ul style="list-style-type: none"> + Best suited for Gigamon products installed in mission-critical business environments. + Provides a choice of how to engage with Gigamon technical support staff, options include via phone, email, or self-service customer web portal. + Available 24x7 access to Gigamon subject matter experts with reduced response time objectives. + Available 24x7 access to the latest software release and release notes downloads via self-service customer web portal. + Advance Hardware Replacement provides either same-day or next-business-day shipping services, depending on local time completion of return material authorization.

Enhanced or Elite Software Only Support and Maintenance are offered for Gigamon Products sold as a Gigamon software subscription or on a term license basis. Hardware Replacement Services must be added to Enhanced Software Only or Elite Software Only Support and Maintenance for combinations of Gigamon hardware deployed with a Gigamon software subscription or term licensed product.

Service Level	Service Features
Enhanced Software Only Support and Maintenance	<ul style="list-style-type: none"> <li data-bbox="472 428 1219 455">+ Best suited for Gigamon products installed outside business-critical environments. <li data-bbox="472 480 964 508">+ Available only with term licensed software products. <li data-bbox="472 533 1377 581">+ Provides a choice of how to engage with Gigamon technical support staff, options include via phone, email, or self-service customer web portal. <li data-bbox="472 606 1333 634">+ Available access to Gigamon subject matter experts during 8 a.m. – 5 p.m. local business hours. <li data-bbox="472 659 1430 707">+ Available 24x7 access to the latest software release and release notes downloads via self-service customer web portal.
Elite Software Only Support and Maintenance	<ul style="list-style-type: none"> <li data-bbox="472 777 1243 804">+ Best suited for Gigamon products installed in mission-critical business environments. <li data-bbox="472 829 964 856">+ Available only with term licensed software products. <li data-bbox="472 882 1377 930">+ Provides a choice of how to engage with Gigamon technical support staff, options include via phone, email, or self-service customer web portal. <li data-bbox="472 955 1344 982">+ Available 24x7 access to Gigamon subject matter experts with reduced response time objectives. <li data-bbox="472 1008 1430 1056">+ Available 24x7 access to the latest software release and release notes downloads via self-service customer web portal.
Hardware Replacement Services (Sold in combination with Enhanced or Elite Software Only Support and Maintenance)	<ul style="list-style-type: none"> <li data-bbox="472 1134 1395 1182">+ Provides options for hardware replacement when purchased in combination with the purchase of Elite Software Only or Enhanced Software Only Support and Maintenance. <li data-bbox="472 1207 1382 1234">+ Simplified hardware returns with return to factory and replacement for confirmed hardware defects. <li data-bbox="472 1260 1133 1287">+ Advance Hardware Replacement (AHR) for confirmed hardware defects.

Ordering Information

SKUs used for the Gigamon Software Only Support and Maintenance programs for subscription or term licenses and associated Hardware Replacement Services mentioned above:

Part Number	Description
GSP-FYS-ELTSW-PMR-TM	Gigamon 24x7 ELITE Software Support with PREMIER Level Partners, included within product subscription license <i>(Services SKU included as part of product license)</i>
GSP-FYS-ELTSW-PRO-TM	Gigamon 24x7 ELITE Software Support with PRO Level Partners, included within product subscription license <i>(Services SKU included as part of product license)</i>
GSS-FYS-ELTSW-GMO-TM	Gigamon 24x7 ELITE Software Support with direct Gigamon support, included within product subscription license <i>(Services SKU included as part of product license)</i>
GSP-FYS-HW-RTF-PMR	Gigamon R&R HW Replacement Program with PREMIER Level Partners, purchased with product or within 1 year of original purchase of product
GSP-FYS-HW-RTF-PRO	Gigamon R&R HW Replacement Program with PRO Level Partners, purchased with product or within 1 year of original purchase of product
GSS-FYS-HW-RTF-GMO	Gigamon R&R HW Replacement Program with direct Gigamon support, purchased with product or within 1 year of original purchase of product
GSP-FYS-HW-AHR-PMR	Gigamon AHR HW Replacement Program with PREMIER Level Partners, purchased with product or within 1 year of original purchase of product
GSP-FYS-HW-AHR-PRO	Gigamon AHR HW Replacement Program with PRO Level Partners, purchased with product or within 1 year of original purchase of product
GSS-FYS-HW-AHR-GMO	Gigamon AHR HW Replacement Program with direct Gigamon support, purchased with product or within 1 year of original purchase of product

SKUs used for Gigamon products sold as an integrated set of Gigamon hardware deployed with Gigamon perpetual licenses, utilizing Gigamon Software Support and Maintenance programs:

Part Number	Description
GSP-FYS-BAS-PMR	Initial Gigamon PREMIER Support Type with BASIC Support Level (8-5,M-F/R&R), bought with product or within 1 year of original purchase of product
GSP-FYS-BAS-PRO	Initial Gigamon PRO Support Type with BASIC Support Level (8-5,M-F/R&R), bought with product or within 1 year of original purchase of product
GSS-FYS-BAS-PSS	Initial Gigamon Pass-through Support Type with BASIC Support Level (8-5,M-F/R&R), bought with product or within 1 year of original purchase of product
GSP-FYS-ENH-PMR	Initial Gigamon PREMIER Support Type with ENHANCED Support Level (8-5,M-F/AHR), bought with product or within 1 year of original purchase of product
GSP-FYS-ENH-PRO	Initial Gigamon PRO Support Type with ENHANCED Support Level (8-5,M-F/AHR), bought with product or within 1 year of original purchase of product
GSS-FYS-ENH-PSS	Initial Gigamon Pass-through Support Type with ENHANCED Support Level (8-5,M-F/AHR), bought with product or within 1 year of original purchase of product
GSP-FYS-ELT-PMR	Initial Gigamon PREMIER Support Type with ELITE Support Level (24x7/AHR), bought with product or within 1 year of original purchase of product
GSP-FYS-ELT-PRO	Initial Gigamon PRO Support Type with ELITE Support Level (24x7/AHR), bought with product or within 1 year of original purchase of product
GSS-FYS-ELT-PSS	Initial Gigamon Pass-through Support Type with ELITE Support Level (24x7/AHR), bought with product or within 1 year of original purchase of product

Gigamon Support Partner Program (“GSPP Program”)

The PREMIER and PRO (Professional) designations in the SKU descriptions reference the Gigamon Support Partner Program (“GSPP Program”) levels. Customers can purchase a direct Gigamon ‘pass-through’ support contract or a partner delivered support solution to best meet their requirements. The GSPP Program enables our partners to develop their own unique support services or to resell Gigamon ‘pass-through’ support.

For More Information

For more information, please contact Gigamon Customer Success at Customer.Success@gigamon.com or visit www.gigamon.com.

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