



## Operational Support Services 62-1: CryptoCare for Security Management Centre SMC-1100



**Information security in your ICT network is achieved by a combination of state-of-the-art encryption solutions and professional support services from your provider. Crypto AG has developed CryptoCare packages to help you meet your high availability requirements by providing support at the level of your autonomy requirements.**

### Key benefits

- Priority access to and advice from security technology experts
- Hardware Maintenance service to ensure high availability of your systems
- Robustness of network thanks to regular software updates with Software Maintenance service
- CryptoCare helps you to protect your technology investment over 36 months
- Fixed maintenance cost for 36 months

High availability is a major objective in your ICT networks: if a secure communications channel is not available, the information will either be re-routed across an insecure channel or delayed until a secure channel becomes available. Network changes are affecting modern communications to an ever increasing extent and with ever increasing frequency.

At Crypto AG we understand how important it is for a secure network to be available when it is needed most. The knowledge and quick response from our support teams will help you maintain your system availability at a consistently high level. We have developed CryptoCare packages to help you meet the level of autonomy you require.

**CryptoCare Gold** provides onsite services within committed timeframes and at fixed cost. This package contains services such as proactive maintenance, fast response and repair times, and onsite support on an annual basis. Our Service Desk provides technical support (incidents/requests) for all units and systems covered.

**CryptoCare Silver** provides these services remotely and is provided primarily upon request. The committed response and repair times are longer than with CryptoCare Gold.

Both CryptoCare packages consist of the following three components:

**Service Desk:** offers you a Single Point Of Contact (SPOC) for all your support needs and fast advice from experts. Committed response times to any incidents and requests are logged with our Service Desk and ensure a fast return to operation.

**Hardware Maintenance:** offers preventive measures, fast and reliable support and repair services for your hardware. Repair costs are covered during a three-year period.

**Software Maintenance:** helps you to manage network changes by providing the latest software release, support during installation and by helping you to manage the various software versions in circulation.

# Service Desk – your Single Point of Contact

Service	Description	CryptoCare Gold	CryptoCare Silver
User and operational support	Number of hours of support during agreed time period	150 hours during 36 months	100 hours during 36 months
Response times	Committed response times for incidents during business hours (period from initial report of incident by customer to first response from Service Desk)	1 working day	2 working days
Onsite Support	Onsite diagnosis and analysis, implementation of new service, on-the-job refresher training, support with new releases, configuration updates and user support, depending on your needs	3 x 2 days during 36 months / with priority	Service charge applies / within best effort

## Description of service

The main purpose of the Service Desk is to provide you with technical support in the case of an incident, in compliance with security guidelines, to keep the impact on your high-security solution as low as possible. Our Service Desk will be your single point of contact for any support issues:

- Professional advice from security and technological experts to restore your system to operation in the case of an incident
- Communication via different channels, e.g. telephone, fax or e-mail
- Delivery of remote or onsite systematic diagnostic procedures and detailed information, e.g. diagrams, configuration samples, documentation
- Delivery of maintenance to prevent incidents before they arise

## Deliverables

Our Service Desk keeps a secure log of all faults, inquiries and orders. Each case is classified, prioritised and tracked until successful closure. These comprehensive logging and controlling procedures ensure that agreed service levels are adhered to and that reports are generated to assist with incidents and troubleshooting in the future. Typical services include:

- Acceptance, recording and classification of incidents, requests with confirmation of receipt
- Investigation and diagnosis of the issue (including further clarification if necessary)
- Resolution and recovery: recommendations for technical improvements or configuration changes, provision of "Best Practice" benchmarks and customer-specific configuration parameters
- Status reports to customer regarding incident or request
- Ticket close: documentation of any security-related issues noticed while performing the service

## Details

**Process:** An incident or request is recorded and classified at the Service Desk. The incident is analysed, resolved, documented and closed.

**Business operating hours:** The Service Desk is available to customers 5 x 9 hours (8:00 – 17:00 CET) Mondays to Fridays (without Swiss public holidays and company closures between Christmas and New Year's Day). Reported problems are dealt with within the agreed response time as set out in CryptoCare Gold or Silver.

**Operational support:** The Service Desk will support customers free of charge via telephone, fax or e-mail for a maximum of 150 hours during 36 months (CryptoCare Gold) and for 100 hours during 36 months (CryptoCare Silver). Those Service Desk hours comprise direct authenticated customer contact, as well as pre- and post-administration that may occur.

If the systems are maintained by your personnel, they must have the necessary knowledge to ensure efficient and uninterrupted operation. Should an issue arise during the setup, our Service Desk technicians can support your personnel with:

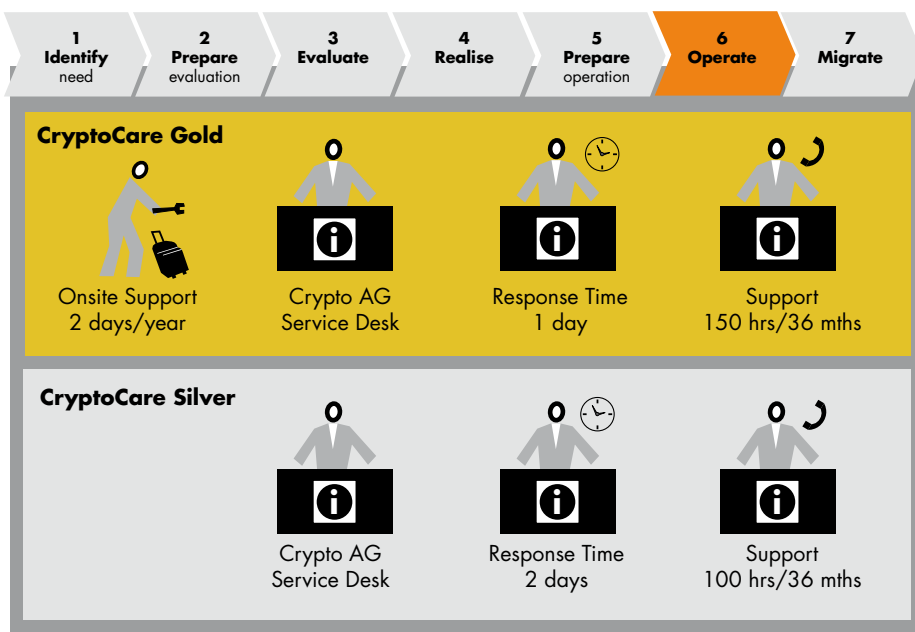
- Troubleshooting support until issue is resolved
- Implementation and configuration support
- Hardware defects – see Hardware Maintenance (RMA)
- Faults that cannot be allocated to hardware defects or lack of technical or product know-how or correct configuration – see Software Maintenance.

**Database update:** Crypto AG maintains an authenticated customer database with relevant customer contact details. This is to ensure that service requests submitted by authorised customer personnel only are answered.

### Service options (on request):

- Additional days onsite for CryptoCare Gold
- Extension of agreement for up to 60 months
- Extension of agreement to include existing units

## Service Desk deliverables



# Hardware Maintenance – committed costs and times

Service	Description	CryptoCare Gold	CryptoCare Silver
Committed hardware warranty	Repair cost included, ex works Crypto AG, Zug (headquarters), including maintenance report	36 months	36 months
Committed repair times	The committed repair time commences with receipt of goods at Crypto AG and ends with the dispatching of goods	5 working days	10 working days
Committed availability of spare parts and know-how	Number of years of availability of spare parts and know-how	5 years	5 years
Onsite support	Preventive hardware maintenance, onsite repair, reintegration of hardware, on-the-job refresher training, support with new releases, configuration updates and user support, depending on your needs	3 x 2 days during 36 months with priority	Service charge applies / within best effort

## Description of service

The purpose of the Hardware Maintenance service is to prevent system incidents by preventive maintenance, or to return the systems to operation as quickly as possible through professional repair conducted by experts. From the moment an incident is reported to our Service Desk, we will provide you with initial support. We will ensure that your case is handled by product experts with the best system knowledge and that sensitive components are handled with the utmost care. The repair, storage and shipping of your system all take place on the highest level of security and quality within committed repair time.

## Deliverables

The Hardware Maintenance Service comprises the following:

- Committed repair times at Crypto AG in Switzerland
- Secure in-house logistics – anonymised hardware maintenance processes and separate storage of the mechanical key
- Repair status available from Service Desk
- Maintenance report including work done and cause of incident (if identified) as well as recommendations
- Availability of spare parts and know-how for 5 years (extension available upon request)
- Reintegration support

## Details

**Process:** In the case of a hardware defect or malfunction, the unit is replaced or repaired. Customers may contact our Service Desk to report an incident which is then logged and tracked. The Service Desk issues a Return Material Authorisation (RMA) form and sends it to the customer (including RMA No.) After receipt of this document, the customer instigates a “Factory Reset” on the unit, marks the shipment with the Crypto RMA number and ships the defective unit including mechanical key to Crypto AG, at his own cost. The committed repair time applies to a maximum of five units per shipment. After analysis of the unit(s) Crypto AG decides whether to repair or replace them with equivalent units (Form, Fit & Function) and returns them at our cost. The incident is closed with a final report.

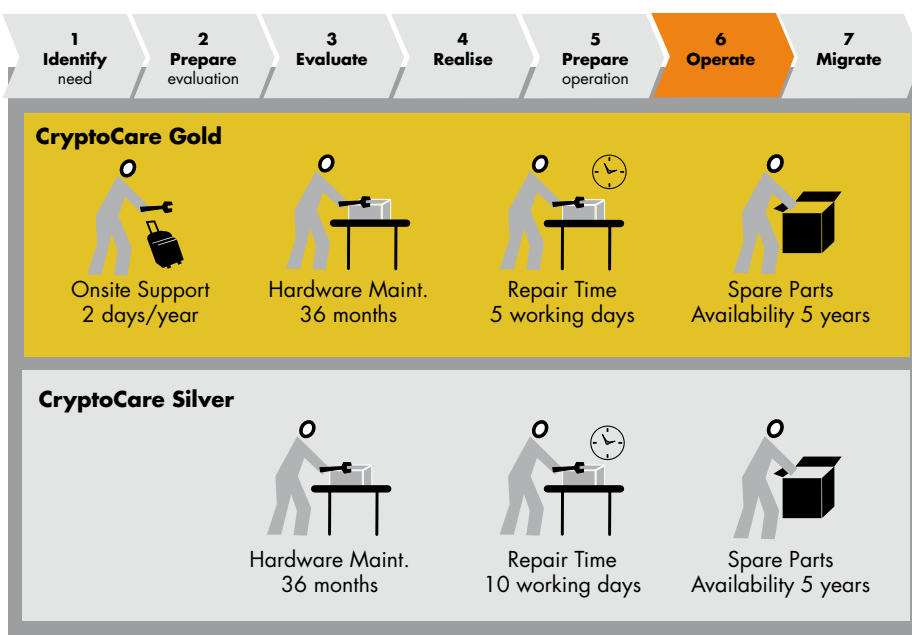
**Repair time:** Repairs start after receipt of the defective unit in Switzerland. Customers with CryptoCare Gold packages receive higher priority and committed repair times (Gold: 5 working days, Silver: 10 working days). The agreed repair times start with the receipt of the goods at Crypto AG in Switzerland and end with the return shipment. Repairs are conducted Mondays to Fridays (without Swiss public holidays and company closures between Christmas and New Year’s Day).

**Availability of spare parts:** Crypto AG ensures availability of spare parts or spare units as covered in the CryptoCare Agreement for a minimum of five years.

### Service options (on request):

- Additional days onsite for CryptoCare Gold
- Extension of agreement for up to 60 months
- Extension of agreement to include existing units
- Extension of agreement for availability of spare parts and know-how up to 10 years

## Hardware Maintenance deliverables



# Software Maintenance – always up-to-date

Service	Description	CryptoCare Gold	CryptoCare Silver
Information about new releases and functions	Generic information of release notes and customer-specific recommendations	Customer-specific / via e-mail	Generic / via e-mail
Software subscription	Delivery of new releases for the purchased software application and software options	36 months / automatic delivery	36 months / delivery upon request
Onsite support	Performing onsite software maintenance and release updates, on-the-job refresher training, configuration updates and user support, depending on your needs	3 x 2 days for 36 months / priority handling	Service charge applies / within best effort
Predefined software release	Ensures a predefined, accepted and customer-assigned software release for new orders or for units under repair	36 months available upon request	36 months available upon request

## Description of service

With the Software Maintenance service you can be sure that your software is always up-to-date. Crypto AG issues software updates periodically to continually improve the hardware equipment and thus keep pace with the latest developments in technology. The Software Maintenance service provides you with the latest release notes and entitles you to install the software releases in your equipment. Depending on the degree of autonomy you desire, installation, updates and integration can be done by Crypto AG or yourself. Software update recommendations by our experts are always based on the latest technology. This service can be provided remotely or onsite; software can be received automatically or upon request. In addition, predefined software releases for the purchased software applications or software options are available upon request.

## Deliverables

For 36 months you receive automatic notifications of new release notes for your units and have access to our cryptographic and application experts. You receive a Software Maintenance Kit with each batch of new units and predefined software releases upon request.

### CryptoCare Gold:

- Automatic delivery of Software Release Kit containing latest software and documentation on CD
- Automatic delivery of customer-specific release recommendation
- Installation support via Service Desk (onsite/remote)
- Onsite visit: assistance with installation of software releases and updates (2 days/year) in addition to pre- and post-administration

### CryptoCare Silver:

- Software release kits available upon request
- Remote support for installation, update or implementation
- Generic information of release notes via e-mail

## Details

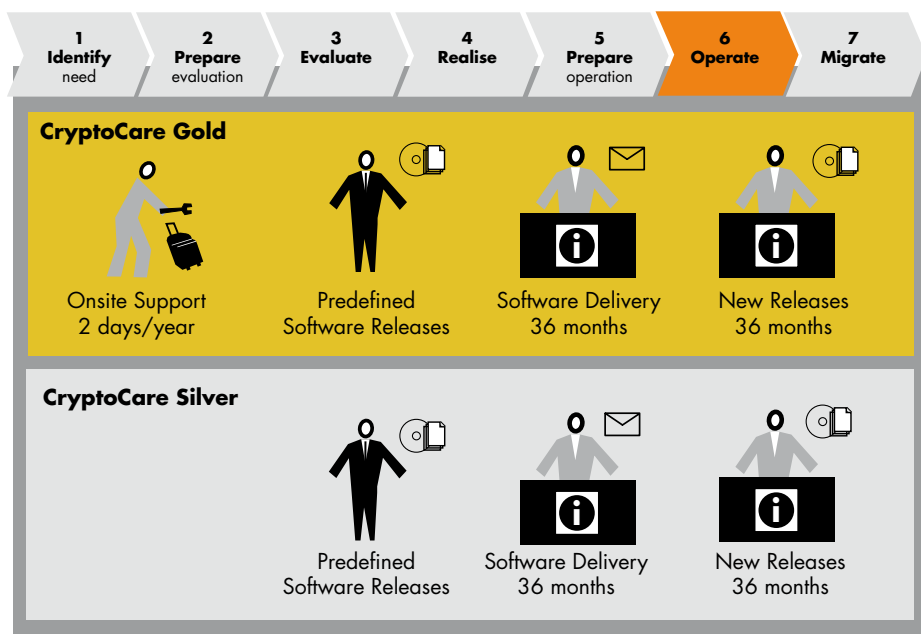
**Software Release Notes:** You receive the latest release notes for your encryption units from our Service Desk via e-mail. The software can only be used with the assigned hardware units.

**Software Release Kit:** You will receive software updates on a CD which is encrypted and password-protected. With CryptoCare Gold, specific recommendations and the latest Software Release Kit is sent to the authorised person in your organisation. With CryptoCare Silver this service is provided upon request only.

**Software Maintenance Kit:** A Software Maintenance Kit including cables, data carriers and special tools. All CryptoCare customers receive Software Maintenance Kits automatically. For CryptoCare Gold customers, this service includes scheduled onsite visits. During the onsite visit you also receive a complete list of installed software. A report of the work performed onsite and any suggestions for improvement are also provided. With CryptoCare Silver, installation support is provided remotely.

**Predefined software release:** With this service you ensure that no software release changes are delivered to the installed base. No further verification tests are needed for new units or repaired units.

## Software Maintenance deliverables



### Service options (on request):

- Additional days onsite for CryptoCare Gold
- Extension of agreement for up to 60 months
- Extension of agreement to include existing units