

WHY CHOOSE TENEO SUPPORT FOR GIGAMON?

We've been working with Gigamon since 2005.

We now support Gigamon customers across the globe through our offices in the UK, France, USA and Australia.

Our global presence allows us to offer you Teneo Support for Gigamon through a 24x7, follow-the-sun Service Desk, manned by Teneo certified engineers so we're available around the clock to handle your Gigamon issues and questions. And because we've been working with the technology for so long, we have a unique Gigamon knowledge base across our team.

With our years of Gigamon experience, we were delighted to receive the Gigamon 2016 Enterprise Partner of the Year award for North America. We specialise in services around the full Gigamon platform, ranging from Gigamon architecture design to global shipping, installation, config and knowledge transfer.

Gigamon is a vital component in our latest Visibility as a Service offering too, which enables fast-paced, global IT teams to take immediate advantage of the latest Gigamon technology advancements without the associated workload.

It's also important to us that we forge strong relationships with carefully selected Gigamon technology partners so we can continue to anticipate your needs by bringing the most innovative and relevant integrated solutions to your attention. Our Riverbed Authorised Support Partner (RASP) and Palo Alto Networks Authorised Support Centre (ASC) status enables us to provide you with best-of-breed network monitoring and security solutions with Gigamon at the core.

TENEO SUPPORT CONTRACT LEVELS

Gigamon introduced the Gigamon Support Partner (GSP) Programme to extend their own ability to provide customers with world-class support through a network of qualified partners. We were very pleased to join the GSP Programme in 2016. We have a shared desire to help you reduce the costs and time associated with managing your Gigamon infrastructure by providing you with a single point of contact for all pre-sales and post-sales support enquiries, and that's exactly what we're here for.

With a Teneo Support contract, you can contact us directly for all Gigamon related 1st and 2nd line support issues. We'll escalate to 3rd line support at Gigamon on your behalf for a seamless support service when required.

You can choose a **Standard Teneo Support Contract**, where 1st and 2nd line support is available on a 24x7 basis but any escalations to Gigamon for 3rd line or RMA can only be completed in local business hours, 8x5. Alternatively, a **Premium Teneo Support Contract** allows you a full 24x7 service including escalations and RMA.

Our GSP status is stringently monitored by Gigamon. Through the Teneo Service Desk, support tickets are actively worked on "overnight" and there's a rigorous escalation process if, for any reason, a resolution isn't timely. We'll maintain the latest Gigamon certifications so we can provide you the best possible service. We'll also survey your satisfaction levels on the closure of each support ticket to keep a check on your experience.

TENEO SUPPORT CERTIFICATION

Not all Gigamon partners are able to offer support. To bring you our support benefits, Teneo adheres to the following Gigamon criteria:

- Minimum support ticket escalations to Gigamon.
- Maintenance of the latest Gigamon certifications.
- Provision of a L1 and L2 24x7 support operation with a Standard Teneo Support Contract.
- Optional upgrade to a full 24x7 L1-L3 support operation and RMA with a Premium Teneo Support Contract.
- Customer satisfaction reporting.

On a quarterly basis, we review our performance with Gigamon to ensure we're providing a good level of service. We also review the cases we've escalated to Gigamon to ensure we're escalating correctly.

BENEFITS OF TENEO SUPPORT FOR GIGAMON

HIGH SERVICE LEVELS

As a Specialist Integrator, we can provide you with a much more personal and more agile service. We care passionately about your experience and we place that at the centre of everything we do.

As you work with us, you'll get to know our engineers and be able to build up strategic relationships with them. They'll escalate technical issues to 3rd line support at Gigamon on your behalf and Gigamon will continue to provide you with RMA and hardware support in the same way. Please choose either our **Standard Teneo Support Contract** if you need 1st and 2nd line support on a 24x7 basis with escalations to Gigamon for 3rd line or RMA in local business hours, 8x5, or our **Premium Teneo Support Contract**, which allows you a full 24x7 service including escalations and RMA.

TENEO SUPPORT PORTAL

We use an automated support ticket system based on Zendesk and you can communicate with us via phone, email or directly through our online support portal.

You'll get updates on your support tickets via email and can always see the entire chain of events. You'll also be able to see past and open tickets that you and other colleagues in your organisation have raised.

Our online support portal includes a forum for technical updates and best practice so you can continue to improve your knowledge of Gigamon technology. And because we'll have extra visibility of your support tickets, we can stay proactive about ticket resolution and provide you with the most suitable level of support and other recommendations at renewal time.

24x7 SERVICE DESK

We run a true 24x7x365 Service Desk through our teams in the UK, USA and Australia. That means you'll get a single 24x7 support number to call and we'll route your enquiry to the office that's open. We'll also transfer tickets between time zones, which means we can continue working on them "overnight".

CUSTOMER SATISFACTION

At the closure of each support ticket, we'll send you an automated, one-question survey asking "Were you satisfied with the support you received".

We'll ask you to simply click the "Good" or "Bad" response option and you can leave a comment if you want.

Our CSAT (Customer Satisfaction) ratings are in excess of 98.5%. We genuinely ask for honest feedback and investigate every "Bad" rating to establish what we can do to make you happy and what we can change to make sure the issue doesn't reoccur.

ACCESS TO OUR PROFESSIONAL SERVICES

Teneo Support for Gigamon provides fixes to problems, helps to answer your questions and replaces your hardware. It doesn't include Professional Services or knowledge transfer to undertake and implement the fixes we've provided. But we absolutely can do that for you via a paid Professional Services or knowledge transfer engagement.

The benefit is that we'll already know exactly what issue needs to be resolved so we can get to work in helping you implement a fix straight away.

GIGAMON PLATFORM UPDATES

To keep you up to date with developments in Gigamon's platform and to ensure your Return on Investment remains high, we can help you to arrange a Gigamon roadmap session.

We'd typically recommend a Gigamon roadmap session at least every 12 months. Please let us know if you haven't had one within this timescale.

GIGAMON HEALTH CHECKS

So that your organisation continues to receive optimum value from your Gigamon deployments, we recommend frequent technology Health Checks. These range from 4-hour remote engagements to 48-hour, more in-depth Professional Audits.

Our report conclusions always include our recommendation for any subsequent Professional Service work we feel could help you.

Please speak to your Teneo Renewals Manager or Strategic Account Manager for more information.

UK

Teneo Ltd
20/21 Theale Lakes Business Park
Moulden Way Sulhamstead
RG7 4GB

T: +44 118 983 8600
F: +44 118 983 8633

France

Teneo France S.A.S.
65 Rue Des Trois Fontanot
92000 Nanterre

T: +33 1 55 51 30 38

USA

Teneo Inc.
44330 Mercure Circle
Suite 260
Dulles
VA 20166

T: +1 703 212 3220
F: +1 703 996 1118

Australia

Teneo Australia Pty Ltd , Level
20, Tower 2 Darling Park
201 Sussex Street
Sydney, NSW 2000

T: +61 2 8038 5021
F: +61 2 9012 0683

Contact details

W. www.teneo.net
E. info@teneo.net