

# AccessPoint SSL VPN Toolkit Customer Support Programs

The main goal of Menlo Logic's support programs is to provide customers with the assistance, education and resources that they need to be successful. We believe that our support services are an important part of the overall value proposition that we provide to equipment manufacturers.

Menlo Logic can apply its technical expertise to help equipment manufacturers integrate AccessPoint SSL VPN software with customers' existing networking products, help port our software to new operating systems or hardware platforms, provide on-site training, address issues that arise in the field, and listen to OEM customers' requests for product changes or enhancements. For equipment manufacturers that need a turnkey solution, our support team can act as a virtual R&D team, customizing the SSL VPN software, adding product features and resolving technical support issues.

## Support Program Benefits

- **Thorough knowledge and expertise of our products** - Our support team is staffed by senior engineers that have an in-depth knowledge of our product.
- **Software updates** - Automatic and immediate distribution of software updates, maintenance releases, patches, and product bulletins to our customers.
- **Fast response time** - We promise to respond to every support question within four business hours. In our response, we will either provide the appropriate solution or we will immediately begin working to analyze or reproduce a reported issue.
- **Customer driven features** - Our customers often require new product enhancements and features. When a customer requests an enhancement, we will either add the enhancement or provide technical guidance, explaining how the desired enhancement should be implemented.
- **Real-time access to product news and updates** - We keep customers informed when bugs are found in the Menlo Logic SSL VPN Toolkit. Low priority problems are recorded in our customer support database and high priority problems are reported immediately to customers by email.
- **Training** - We can provide dedicated education programs at our site or our customers' sites.



Menlo Logic offers comprehensive support services to provide the best possible support to our customer. Our support programs include:

- **Annual Support and Maintenance Program**
  - Software updates, including major, minor and maintenance releases
  - Telephone and email support
  - An online support portal with a customer support database and technical resources
- **Professional Services**
- **Training Services**

## Annual Support and Maintenance

Menlo Logic's primary support program for OEM customers is its Annual Support and Maintenance Program. These are the reasons why our annual support service provides superior value to our customers:

- Menlo Logic's support staff of highly trained and well-qualified personnel has worked closely with the AccessPoint SSL VPN software for the last two years.
- Menlo Logic licenses software to a small number of OEMs customers. This enables us to build strong relationships with every customer, and allows our support staff and software engineers to become familiar with each customer's SSL VPN project. We are also much more flexible and responsive to product requests because every OEM customer is important to us.
- Menlo Logic does not impose any limit to the amount of contact—phone, email, fax or online case submission made by our support customers.

## Telephone and Email Support

Delivering a product on time is critical to any development team. Therefore, it is important that Menlo Logic provides immediate assistance if a customer needs technical support or if a new issue is identified in the field. And this assistance should

help resolve the issue as quickly as possible. Menlo Logic's support and maintenance program provides customers access to the Menlo Logic Support Center (MLSC) and an online support portal.

- **Menlo Logic Support Center (MLSC)**

With MLSC support, you can contact Menlo Logic support engineers via phone from 9:00 AM to 6:00 PM Monday through Friday Pacific Standard Time. Email and online support is available 24x7. Our support staff acts as a single point of contact for all your support needs, providing immediate assistance, dedicated technical resources and persistent attention to ensure that all of your problems are resolved.

- **Menlo Logic Support Portal**

The web-based support portal provides secure access to information including our customer support database, frequently asked questions (FAQs), technical updates, product documentation, and release notes. Through the support portal, you can also add, update and review customer support cases and download new software releases. Our support portal is made available through our own SSL VPN technology, so all communications are encrypted and secure.

Menlo Logic's support program ensures success through every phase of our customers' development life cycle. From assistance in understanding the AccessPoint software architecture, to integration, development, release and ongoing maintenance, Menlo Logic's support team can reduce our customers' time to market and help make sure that their SSL VPN product not only meets, but exceeds end users' expectations.

Menlo Logic recommends that OEM clients take full advantage of our support offerings to optimize their development, testing and support efforts. Our technical support team prides itself on being seen as an extension of OEM customers' engineering departments.



## Professional Services

Many customers require new features, substantial integration and porting assistance, and other custom changes that are not covered under our standard support contract. Menlo Logic can provide a full range of professional services that include:

- Product design and planning
- Porting of AccessPoint software to hardware, SSL accelerators, or operating systems not currently supported by Menlo Logic
- Extensive product modifications to integrate AccessPoint with customers' existing security or networking products
- Feature enhancements that are not included in the AccessPoint product roadmap (or)
- Accelerated development of scheduled features
- Exclusive licensing rights to new products or features

The cost of Menlo Logic professional services will depend on the engineering man-hours required to complete the task and the value of the new features or modifications to other Menlo Logic customers. For example, expediting the development of a feature already on the Menlo Logic roadmap will be considerably less expensive than engaging Menlo Logic's professional services team to create exclusive new products.

Our professional services support staff—including technical support, training, and quality assurance—were helped the development of AccessPoint or have worked closely with the Menlo Logic engineering team.

Menlo Logic offers customers immediate access to an accomplished security and networking team with extensive knowledge of a wide range of protocols and development environments, from SSL to AAA authentication, UNIX kernel and driver design, Web (HTML), Java, ActiveX (Visual C++) programming languages, Windows networking drivers and many other protocols included in our SSL VPN

product. Because of the breadth and depth of their knowledge, Menlo Logic's support staff can provide customers comprehensive technical support.

## Training Services

Of all the investments a company makes, none is more valuable than investing in its employees. It is important for our customers' engineering, QA and support teams are knowledgeable about our software, because even if we provide the best technical support program, our customers will ultimately enhance and support their own SSL VPN product in the future. It is therefore important that our customers' R&D staff completely and accurately understand our SSL VPN product.

Menlo Logic offers a wide variety of training options including on-site training and phone and web-based training for developers and for our customers' technical support employees.

Menlo Logic's training programs are designed to give customers the technical information required to ensure that they thoroughly understand and can manage and support the AccessPoint SSL VPN product in the future. Some training is included as part of the standard Menlo Logic annual support and maintenance program. On-site and detailed, multi-day training programs may be coordinated separately.

For more information about Menlo Logic's technical support programs, contact [services@menlologic.com](mailto:services@menlologic.com).

## Documentation

- Installation Guide
- Configuration Guide
- End User Guide
- Developer Guide
- Release Notes
- Architecture Design Documentation

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