

mimecast[®]

Support Packages

Your success is our highest priority, which is why we're committed to you throughout your entire customer experience. From implementation onward, Mimecast is dedicated to helping you achieve the best possible business outcomes.

Choosing the Right Support Package

Every organization is different, which is why Mimecast offers three levels of support for you to choose from. Each package is designed to help you get configured, optimized, and get expert help the way and when you need it.

Mimecast Support Packages

Each organization is different. That's why Mimecast offers three levels of support for you to choose from. Each package is designed to meet your configuration, optimization, and technical support needs.

Our Support packages gives you access to world class learning through Mimecast University.

Basic Support

Provides a self-service experience with access to online resources, a support portal, product hubs, and more.

Advanced Support

Offers a more personal touch with access to our team of Technical Support Professionals.

Premium Support

Provides the highest level of support for those who require a Technical Account Manager.

Key Highlights

- Support packages designed for organizations of all sizes
- On-line support experience and knowledge base accelerates your time to value
- Packages and processes designed to mitigate risk and deliver improved outcomes
- Training and Education is available as a value add on Mimecast University to supplement administrator knowledge
- Professional Services offerings available if additional help is needed

What's Included

	Basic	Advanced	Premium
Online Case Initial Response SLA (Business Hours*)	12	6	3
Mimecaster Central Support Community	✓	✓	✓
Access to the Mimecast Knowledge Base	✓	✓	✓
In-Product Reporting	✓	✓	✓
Business Continuity Planning Manual	✓	✓	✓
P1 Critical Issue Phone Support	✓	✓	✓
24 x 7 x 365 Case Submission		✓	✓
Priority Phone Support Routing			✓
Technical Account Manager			✓
System Optimization Assessment	+	+	✓
Mimecast Education	✓	✓	✓
Telephone Support (Business Hours*)		✓	✓

* 8am - 6pm in your local time
+ purchased seperately based on requirements

Included in ALL Packages

Mimecast University Access

Enhance your knowledge of the services. Mimecast University allows administrators to learn their way through on demand or live instructor-led training.

Online Support Case Management

Easily open and manage support tickets from a centralized online portal. Also, have those cases route directly to the Support team members with the right skills to address your questions.

Mimecaster Central Support Community

Website for Mimecast customers to share ideas, connect with other customers, access product information and Knowledge Base, and receive service updates.

Access to Mimecast Knowledge Base

Extensive library of articles to help you get configured, answer your questions, and optimize your products.

In-Product Reporting

Access to robust reporting in the product with ability to subscribe to weekly and/or monthly Account Assessments.

Business Continuity Planning Manual

Guide to setting up Continuity alerts and triggering Continuity.

P1 Critical Issue Phone Support

Access to phone support during any P1critical issue.

Included in Advanced and Premium Support

Telephone Support

Once your case is submitted, speak directly to the assigned Technical Support representative to facilitate answers to your requests or follow up on pending questions.

Included in Premium Support Only

Technical Account Manager

Work with a specialist to help make changes to your subscription, assist you during mergers and acquisitions, or change partners.

System Optimization Assessment

An annual detailed review of your Mimecast environment. Will ensure your systems are optimized and working effectively.

Priority Phone Support Routing

Tenured and experienced members of our Support Team will be available to pick up your support cases directly.