



HIGHLIGHTS

MasterCare Support

Having access to the right resources at the right time is invaluable when you need assistance. That's why NETSCOUT® Systems, Inc. is committed to providing:

- 24x7 access to technical support
- One hour priority response to technical support calls
- Software and firmware updates for covered products
- Advanced replacement or onsite repair for hardware
- Registered access to the MasterCare Portal
- Subscriptions to the quarterly electronic MasterCare Newsletter and bulletins

MasterCare

NETSCOUT's award-winning global support service

Running a world-class network is demanding. So is keeping up with the latest patches and service packs or upgrading to the latest version so you are using the most advanced Sniffer® and nGenius® features. That's why NETSCOUT's support team is dedicated to providing award-winning service that supports the business objectives of our customers and maximizes the value of your investment in NETSCOUT technology.

We know your network is essential to your business and therefore we pledge to provide the highest level of technical support – combining world-class technical assistance, access to NETSCOUT software and firmware updates, and priority repair of NETSCOUT hardware.

Lowers Total Cost of Ownership

With MasterCare, you'll minimize your downtime with total coverage of equipment, global, 24x7 technical assistance and complete access to our valuable knowledge base and online training modules. In addition, you'll receive software and firmware updates at no charge for as long as your MasterCare contract is in force.

NETSCOUT's MasterCare Support services are provided from five Technical Support Centers located around the globe for extensive technical support coverage. They are staffed with qualified support engineers who are extensively and continuously trained and certified on our products and technology and committed to quality and customer satisfaction.

MasterCare Support lowers your total cost of ownership by

- Helping you get the most value out of your NETSCOUT deployment with fast response to technical support issues, access to product experts, and online self-help tools
- Reducing downtime with advanced replacement or onsite repair of NETSCOUT appliances*
- Protecting your investment and keeping you up to date with regular product releases
- Monitoring and responding to your changing needs and requirements by continuously soliciting customer feedback for use in product planning and process and quality improvements

MasterCare Highlights

- 24x7 access to award-winning technical support from SSPA-certified NETSCOUT support engineers**
- One hour priority response on technical support calls
- Access to software and firmware updates for covered products
- Increased investment protection with advanced replacement or onsite repair of hardware*
- Registered access to self-help on the MasterCare Portal for technical answers anytime
- Up-to-date knowledge transfer and best practices via NETSCOUT's Online Learning Center
- Free subscriptions to the MasterCare Newsletter and Bulletins
- 50% off unlimited registrations to NETSCOUT's User Forum (NUF) conference

MasterCare Portal

The MasterCare Portal was created to build the skill level and “everyday know-how” of our users, and offers many features to help you work more efficiently. It is available 24x7 and offers a vast array of information, resources, and self-help tools, including:

- Online submission and tracking of support tickets and product enhancement requests
- Download center for NETSCOUT software and firmware, and third-party integration resources, as well as enhancements, experts/decodes and patches
- Complete library of product documentation and online help including comprehensive information on configuring, customizing, using and migrating each product
- White papers, technical overviews and product videos providing background information on new product features and best practices
- Repository of NETSCOUT University recorded learning modules offering additional insight into effective product use and your options for classroom training
- Frequently Asked Questions

NETSCOUT University Learning Community

As a MasterCare customer, you have unlimited access to the NETSCOUT University Learning Community, which offers a comprehensive library of interactive learning modules and documentation designed to give you the knowledge and skills you need to better deploy and utilize the NETSCOUT solution. Materials include:

- “What’s New” summaries for product releases
- “Getting Started” guides for new product users
- Technical overview documents and tutorials for self-paced learning
- Product manuals for quick reference
- Technical white papers for detailed feature explanations

Comprehensive Support

NETSCOUT offers three levels of support to meet our customers’ varied needs – preventative, proactive and reactive.

Preventative Support: Superior product architecture and configurations, best practices and production support, and effective customer feedback programs.

Proactive Support: Problem alerts, patch and release planning, knowledge transfer and management, and advanced support through Technical Account Managers (TAM), On-Site Engineers (OSE) and Remote Site Engineers (RSE).

Reactive Support: 24x7 availability to fast answers, fast escalations, and frequent follow-up with engineering involvement, as required. By providing comprehensive and extended product lifecycle support, MasterCare lowers your total cost of ownership and keeps your network running smoothly.

Learn More

To find out more about NETSCOUT’s MasterCare Support, contact NETSCOUT at 1-800-357-7666 or email sales@netscout.com.

NETSCOUT customers are happy customers

- Three-time winner of the Omega NorthFace Score Board Award for Excellence in Customer Satisfaction
- Wells Fargo Continuously Innovative Award
- Frost & Sullivan award for Customer Value Enhancement

Service-Level Guidelines

	Description	Response Time
Severity 1	NETSCOUT product completely down with no workaround	1 hour or less ¹ Daily follow up
Severity 2	Functional outage with no workaround	1 hour or less ² Follow up 2x per week
Severity 3	Functional or system outage with acceptable workaround	1 hour or less ² Follow up as required
Severity 4	Minor problem such as cosmetic or simple workaround; product question or general information request	1 hour or less ² Follow up as required
Severity 5	Enhancement request	5 business days Follow up as required

¹ After NETSCOUT normal business hours available only via phone

² During NETSCOUT normal business hours

Escalation Process

	Primary Support	Second Level Support	Product Specialists	Engineering
Severity 1	Immediate	Immediate	1 Day	Until Resolution
Severity 2	5 Days	5 Days	10 Days	Until Resolution
Severity 3	5 Days	Until Resolution		
Severity 4	10 Days	Until Resolution		

* Advanced replacement is not available on all hardware models. Check www.netscout.com/support for details. Onsite repair may be provided by a third party and subject to parts availability and geographical restrictions. Same day service is not available in all areas. Service timing is dependent upon the time of day that NETSCOUT initiates a call to the third party providing the onsite repair.

** Live phone support 8:00 am – 8:00 pm EST for North America and 8:00 am – 5:00 pm local time for all other regions; after hour service for Severity 1 issues by telephone only.



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NETSCOUT offers sales, support, and services in over 32 countries. Global addresses, and international numbers are listed on the NETSCOUT website at: www.netscout.com/company/contact-us