

Browsium Support and Services Programs

Browsium offers two support and services programs to provide your organization with responsiveness, service level choices, and consulting options to meet your business needs. These programs are designed to ensure you are able to deploy, manage, and operate Browsium software quickly and efficiently. Both offerings provide access to specially trained, experienced Browsium engineers who can identify and solve problems with web applications and browser management. Our service options range from telephone and email support to onsite implementation consulting.



Browsium Product Support

- Break/fix support for existing installations
- Central point of communications with the Browsium development team
- Range of Service Level Agreements (SLAs) available to meet global customer needs

Browsium Consulting Services

- Full service consultancy
- Web application remediation and Browsium software and configuration deployment
- Best practice architectural guidance for deploying Browsium products in your organization
- On-site or remote engagements tailored to meet your needs
- On-site training, configuration, management, and deployment of Browsium products

Read on to learn more or sign up for a Browsium support and services program by contacting your Browsium account manager or authorized Browsium partner.

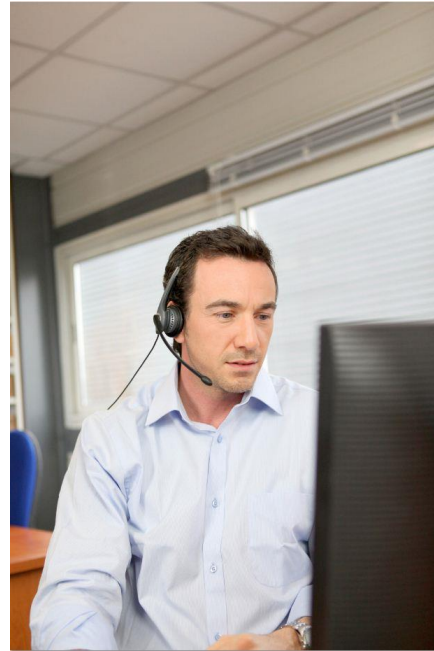
Browsium, Inc.
8201 164th Ave. NE, Suite 200
Redmond, WA 98052
www.browsium.com
+1.425.285.4424



Browsium Product Support

Browsium Product Support (BPS) provides break/fix support for an installation where Browsium software was properly configured and working one day and no longer works correctly. Simply contact our support staff (via email, phone, or support website) and they will take ownership of your issue until it is resolved. The BPS staff serves as the central point of communications with Browsium, ensuring you don't get passed from one person to another. BPS response times are based upon the purchased level of support.

BPS works with you to identify the cause of a service interruption and provides the steps to resolution. When an issue is determined to be a bug in Browsium software, BPS works directly with Browsium Engineering to provide a workaround or hotfix software update as quickly as possible. If the issue is determined to be related to a change in the organization's environment (e.g. due to installation of Microsoft Windows or Internet Explorer updates), Browsium will provide a resolution through either system configuration or delivery of updated software as needed. If the issue is determined to be caused by a major change in the desktop or server environment, the impact of some other third party software application update, or the introduction of a new third party application, Browsium will use commercially reasonable efforts to determine the cause of the service interruption and provide you with guidance on the best solution to remedy the problem.



If you experience break/fix issues with previously functional Browsium application configurations (e.g. a Rule is no longer being applied properly, Custom File/Registry settings no longer loading properly, etc.), BPS works with you to review the configurations. Steps taken to rectify problems include ensuring Browsium software settings are properly applied, the environment has been upgraded to the latest version of Browsium software, and checking for known configuration errors or problems.

For organizations experiencing break/fix issues with customer-created Browsium application configurations, BPS is not responsible for creating or modifying software configurations to solve customer web application compatibility issues or other customer system configurations. This includes, but is not limited to Group Policy settings, System Security Policies, or Network/Proxy/VPN/Security Appliance configurations. Support for creating new product configurations requires engaging Browsium Consulting Services.

NOTE: At this time BPS is only available in English.

Browsium Consulting Services

Browsium Consulting Services (BCS) is a full service consultancy, delivering client side web application remediation configurations, deployment support, architectural planning/design, and other technical services related to Browsium software deployment and operation. BCS offers on-site and remote engagements tailored to meet your needs. These engagements are scoped on an as needed basis and defined alongside the project owner to ensure outcomes are clear and deliverables meet your organization's expectations.



Engagements address web application compatibility issues identified by the organization which impact the ability to migrate to the desired target platform. The BCS team works with you to define requirements, create a Statement of Work, and detail project goals specific to the needs of your organization. At the completion of the engagement, BCS delivers a closing report which includes a management summary of the issues found, before/after screenshots from each fixed application, recommendations (if appropriate) for future strategic planning, and a comprehensive technical detail Appendix for administrative review.

A BCS engagement begins with a list of incompatible web applications provided by the organization. Using a work plan built around this list, BCS analyzes the applications, identifies areas of commonality to maximize configuration effectiveness, and works with you to define prioritization. BCS then begins the work plan and builds appropriate Browsium application configurations to resolve your issues. During this period, BCS works with IT teams responsible for desktop management, application packaging and/or other relevant business groups within the organization to define a pilot rollout, deployment, and operational support/helpdesk response plan.

Some organizations may not have a complete list documenting known application issues. In those cases, the BCS team can assist by guiding the discovery process and also instructing how to best compile and document known/used web applications. Using the list, BCS compiles a document with your input outlining issues and severity. BCS then works with you to create a work plan of targeted applications and prioritizes the work items. The final deliverables and timeline are established when the initial scope assessment is completed.

In addition, BCS can provide training to your onsite personnel in Ion and Catalyst configuration, management, and deployment so future changes and updates can be handled "in house". This includes providing guidance and recommendations for deployment and testing scenarios.