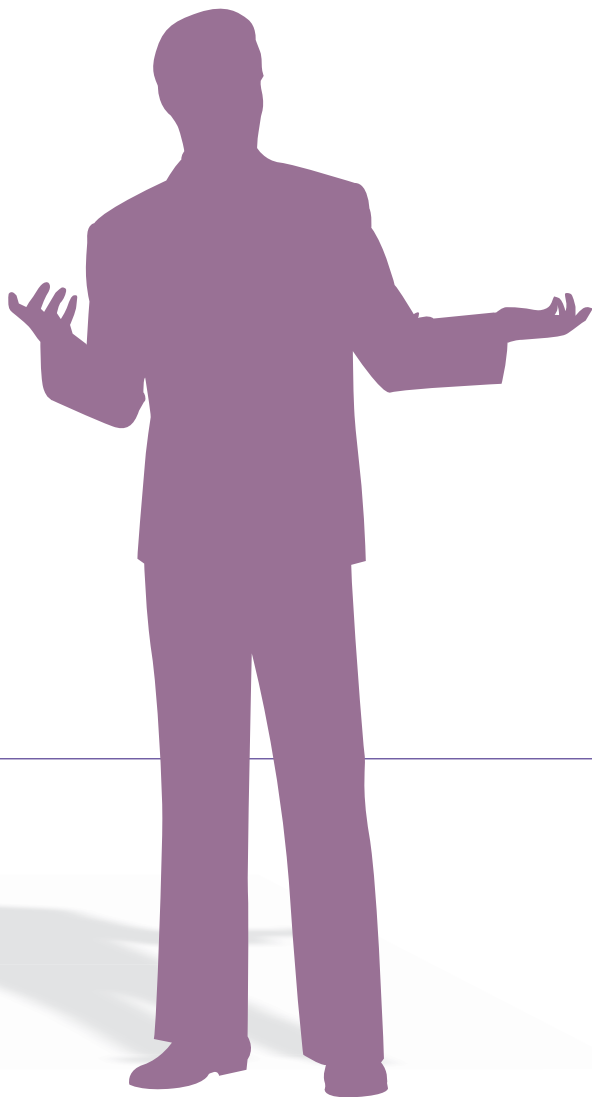




*Pioneering. Open Source. Security.*

Open Source Internet Security Leaders<sup>SM</sup>

# Master Support Services



The initial set-up and continual maintenance of a corporate network is a necessary and often daunting task. Immediate assistance is frequently required and is seemingly never readily available. Now, Guardian Digital presents the easiest and most cost-effective way for organizations to easily set-up and continually maintain system efficiency and security. Guardian Digital Master Support Services afford customers the ability to gain access to our dedicated customer support team and technical engineers for comprehensive technical support, automatic system updates and upgrade support, employee training, system health monitoring, security policy review, and much more.

Our security and support operation center is available to guide customers through everything from general technical support questions to specialized service requirements. Available on an annual subscription basis as well as personalized term agreements, Guardian Digital Master Support service contracts can be customized to fit each organizations individual need with unbeatable response and turnaround times, attentiveness and professionalism. Let our team assist in increasing productivity and reduce the total cost of ownership by forming a single comprehensive source for powerful server applications, technical assistance, and security services.

Professional  
Flexible  
Technical Support



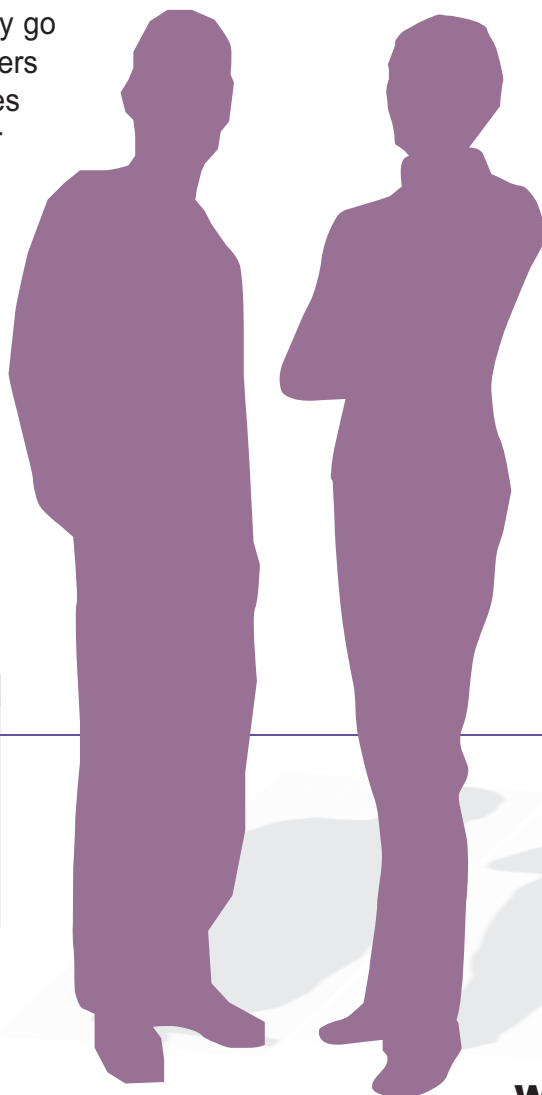
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# Comprehensive Cost-Effective Support

With Guardian Digital Master Support Services, security and productivity are always on your side. Our technical team helps bridge the support gap between the fast-paced nature of the Internet and open source software development by ensuring you have all the tools necessary to troubleshoot system issues and ensure the consistent security and productivity of corporate networks.

Guardian Digital Master Support Services is designed to ensure that we continually go beyond the demands of our customers and provide superior support services for every solution we develop. Our experts are available to answer all questions regarding installation, application, connectivity, security, compatibility and technical infrastructure. With simple and flexible support and service offerings, Guardian Digital provides all customers with enterprise-grade support and services at a budget-friendly price.



**GUARDIAN DIGITAL MASTER SUPPORT OFFERINGS**

- **Annual System Support** - Includes unlimited priority support for the entire year, system administration support, modified fixes, and workarounds. Basic and advanced levels available for customized support.
- **Remote Access Evaluation** - Our expert engineers take a full assessment of you system and make customized recommendations.
- **Incident Response Support** - A cost-effective and flexible solution that provides answers to difficult configuration tasks and system issues.
- **Installation Assistance** - Quickly and easily set-up your EnGarde server up and running and enter the world of secure Linux computing!

**For More Information**

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