

iDirect Government iSupport Premium

Services exclusive to the Premium Support Plan:

Advance Replacement for Hub Components

iDirect Government provides support for RMA request for iDirect Government HubSolution components including all hub chassis and line cards under warranty. Once TAC confirms a valid RMA request, replacement components are shipped next business day Monday through Friday (except U.S. holidays) prior to receiving original unit back.

10-Day Fast Track Response for Satellite Routers*

For satellite routers under warranty, iDirect Government provides a 10-day fast track response for all warranty repairs from the date of receipt at an iDirect Government designated facility.

**Excludes e8000 AR, e8000 AR XL and e8000 AE*

Security Content Automation Protocol (SCAP) Support Services

iDirect Government is dedicated to providing information assurance (IA) compliance and security for our customers. We offer SCAP support to our Premium iSupport customers for NMS and PP servers. SCAP support is offered twice a year to the then-current Major Defense-Based Release* and one prior release.

**A Major Defense-Based Release is a software release that is submitted for both FIPS and WGS certifications.*

On-Site Network Health Check

An on-site network health check is conducted by an iDirect Government Professional Services Engineer (PSE) and includes a comprehensive iDirect Government network analysis.

The analysis is conducted in four key phases:

1. On-site consulting with the customer
2. Report documentation
3. Data collection
4. Data analysis

Current network conditions are assessed, and recommendations are made to optimize network performance and reliability. Upon conclusion of the two days on site, the PSE delivers a report of findings and recommendations for improvement. A follow-up conference call is scheduled to review the report and discuss findings and recommendations. The on-site network health check is limited to two days on site for each hub under iSupport. Travel expenses are included for CONUS locations only.

Remote Managed Upgrade Support

An iDirect Government PSE works with your team to effectively plan and execute managed upgrades for mission-critical systems.

For more information, please email Contact@iDirectGov.com.