



GEN 5 PRELUDE

# 5 Year Extended Coverage

Get the peace of mind you deserve with a dedicated Software Support and Subscription package.



## Security

Security patches and other corrective updates are made available to you immediately so your system is always up to date.



## Free Upgrades

Major upgrades are automatically offered for free as part of our Subscription service, and we'll assist during deployment.



## ISAAC Experts

Get direct access to ISAAC Experts whenever you need technical assistance or simply have a question.

## Extended Warranty



Hardware warranty extended from 3 to 5 years.



Customer self replaceable parts shipped via next-business day freight method.



Worldwide next business day on-site response service for repairs and resolution of qualified incident.



All parts covered, disks included.

## Support Service



Service and support from the people who know your ISAAC product best.



Technical assistance for both the ISAAC web application and the underlying virtualization and hardware platform.



Ticketing system insures that your requests are logged, tracked and readily available for you to review.



Direct escalation to our developers and/or engineers if required for fast and efficient issue resolution.

[isaacplatform.com](http://isaacplatform.com)

[info@isaacplatform.com](mailto:info@isaacplatform.com)

Extended Coverage must be procured concurrently to the covered system and can not be added once system order has been processed. Smart Monkeys, Inc. does not provide a return/cancellation option for support purchases. All purchases are final.