

ISUPPORT AT A GLANCE

The iSupport Plan includes a comprehensive range of services designed to grow your return on investment in the iDirect Government platform. iSupport will enhance internal technical infrastructure, increase information security and provide access to the latest software innovation. iSupport plans cover complete hub solutions

Enhanced and Premium iSupport service levels include:

Technical Support

The iDirectGov Technical Assistance Center (TAC) located in Herndon, Virginia is available 24 hours a day, 7 days a week, 365 days a year to assist with technical issues and answer questions. The TAC is staffed by cleared Professional Services Engineers supporting service tickets via phone, email or web.

iDirect Government TAC Website

The iDirectGov TAC website contains a wealth of information regarding processes and procedures to help with the operation of your iDirect equipment.

You can find the following information on the site:

- Downloadable major defense software releases
- Software release notes
- Product manuals
- Technical bulletins
- Answers to Frequently Asked Questions (FAQs)

Software Upgrades

iDirectGov provides access to service releases and access to minor and major defense-based software releases. Customers have the ability to stay up-to-date with the latest network management software innovation.

Extended Warranty

As long as the iSupport Premium program is current and renewed annually with no lapse in service. The extended warranty does not apply to hub components when an end-of-life date has been announced for them.



Services exclusive to the Premium Support plan:

Advance Replacement for Hub Components*

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

**Tactical Hubs are a single line replaceable unit. Premium iSupport is recommended. Any licenses associated with a unit are transferable upon replacement.*

10-Day Fast Track Response for Satellite Routers*

For satellite routers (excludes aero) under warranty, iDirectGov provides a 10-day fast track response for all warranty repairs from the date of receipt at an iDirectGov designated facility.

Security Content Automation Protocol (SCAP) Support Services

iDirectGov 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.*

SHIELD*

Designed to address vulnerabilities in satellite modems, SHIELD provides periodic Information Assurance (IA) security updates for the 9-Series modems. This remote-side package has been created using the same capability that the Defense Information Systems Agency's (DISA's) Assured Compliance Assessment Solution (ACAS) recognizes. Upon installation, SHIELD addresses vulnerabilities based on both the Common Vulnerabilities and Exposures (CVE) and Nessus ID database on satellite modems delivering IA posture across the SATCOM network.**

**Can be purchased via license for non Premium iSupport customers*

***iDX 4.2.2 and beyond are required*

On-Site Network Health Check

An on-site network health check is conducted by an iDirectGov Professional Services Engineer (PSE) and includes a comprehensive iDirectGov 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 iDirectGov PSE works with your team to effectively plan and execute managed upgrades for mission critical systems.