

iDirect Government iSupport Premium

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

Enhanced and Premium iSupport service levels include:

Technical Support

The iDirect Government 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 iDirect Government 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 software releases
- Software release notes
- Product manuals
- Technical bulletins
- Answers to Frequently Asked Questions (FAQs)

Software Upgrades

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

Extended Warranty

Our extended warranty lengthens the standard 15-month warranty for iDirect Government hub solution components (hub chassis and line cards) for as long as the iSupport Premium program is current and renewed annually. The extended warranty does not apply to hub components when an End-of-Life date has been announced for them.



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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.

**Tactical Hubs are a single Line Replaceable Unit. Premium iSupport is recommended.*

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 Airborne remotes, CONUS only*

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.