



**VIRCOM**  
TRUST YOUR EMAIL. TODAY. FOREVER.

[www.vircom.com](http://www.vircom.com)

## WindowsITPro Readers Choice for Best Service & Support

### Silver Care Plan

- Telephone/email support
- Priority-based response time
- 9-hour/day coverage – business days
- Automatic email assurance<sup>SM</sup> updates
- Access to online Knowledge Base
- Upgrades

### Gold Care Plan

- Telephone/email support
- 30-minute response time
- 24/7 coverage
- Automatic email assurance<sup>SM</sup> updates
- Access to online Knowledge Base
- Upgrades

### Additional Services

- Training (@Vircom or on-site)
- Migration services
- Installation services
- Cluster architecture design

## Vircom Customer Services

*Vircom offers its customers a complete array of services to ensure that the use and deployment of its products earn your trust and confidence.*

### Telephone Support

Vircom offers two levels of telephone support designed to meet the needs of both service providers and end-user organizations. Basic “Silver Care” support provides priority-based phone assistance during normal business hours (9 a.m. – 6 p.m. EST) and 24/7 updates of antivirus and spam definitions. “Gold Care” service builds up on this support by adding 24/7 telephone support with 30-minute guaranteed qualified call-back. Special “emergency” support services can also be made available.



### Installation & Migration Services

Vircom offers complete installation services of its ModusMail and ModusGate software including basic installation of WebMail and WebQuarantine features. Migration management services are available to ensure trouble-free transition between legacy email servers and ModusMail servers. Migration management services may also include moving to new physical servers or populating ModusMail servers with new or existing accounts.

Vircom can also assist in “cluster” deployments including deployments with existing ModusMail or ModusGate facilities.

### Upgrades

Staying current can be a challenge. Vircom provides upgrade support complete with before and after checklists.

### Training, “Tweaking” & Optimization

Vircom can provide training for your staff in the use and management of ModusMail and ModusGate facilities. While “catch-rates” for Modus-based products, out-of-the-box, are excellent,



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*Vircom products available from:*

consulting services are also available to help users customize their email filtering and content inspection to meet their particular organizational needs. Consulting is also available to implement Modus-based products in very high performance, fail-safe or clustered environments.

Vircom offers product training either at its headquarter's locations in North America or in Europe. On-site training can also be arranged.

#### **Knowledge Base**

Vircom customer service includes access to the Modus Knowledge Base. This online compendium of timely facts contains up-to-the-minute article postings about the following:

- General support information & experience
- Important notices to customers with regards to anti-spam or anti-virus updates
- Information about Vircom professional services
- Technical aspects of Vircom products

*“Vircom has provided us with a great product and great tech support. I’m not sure I could ask for anything more.”*

*Drew Salmon, Network Operations Director, 2 Fast Communications, Inc.*

*Vircom was the first developer to specialize in intelligent email assurance and security solutions. It has been offering industry-leading and award-winning solutions since 1995. The company is based in Montreal, Canada and provides email assurance solutions to service providers, corporations, and governmental institutions around the world.*

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