

Blanco Advanced Support Plan (SP2)(4L41K11519)

Blanco Advanced Support Plan (SP2) - Technical support - for Blanco File Eraser Enterprise Edition - 1 licence - volume - 20000-49999 licences - ESD - phone consulting - 5 years - 5 incident - 9x5 - response time: 2 h

Blanco File Eraser goes beyond today's regular file shredding software to ensure your sensitive individual files are permanently erased from desktops, laptops and servers with a certified, 100% tamper-proof report that achieves true data sanitization and compliance requirements.

Key Selling Points

Targeted, specific erasure
Enforce data retention policy

Product Features

- Targeted, specific erasure**
Increase the data security of individual projects and targeted tasks over entire data profiles, allowing for as opposed to the comprehensive data profile of an organization.
- Enforce data retention policy**
Blanco File Eraser allows you to reduce system complexity, simplify management and streamline the enforcement of your data retention policies, leading to heightened data security, audit compliance and increased productivity amongst your IT team and end users.

Main Specifications

Product Description	Blanco Advanced Support Plan (SP2) - technical support - for Blanco File Eraser Enterprise Edition - 5 years - 5 incident
Service & Support	Technical support
Service Included	Phone consulting
Full Contract Period	5 years - 5 incident
Response Time	2 hours
Service Availability	9 hours a day / 5 days a week
Software Title	Blanco File Eraser Enterprise Edition
Licence Qty	1 licence
Licence Pricing	Volume / 20000-49999 licences
Licensing Details	ESD

Extended Specification

General

Type	Technical support
Service Included	Phone consulting
Full Contract Period	5 years - 5 incident
Response Time	2 hours
Service Availability	9 hours a day / 5 days a week

Software

Software Title	Blanco File Eraser Enterprise Edition
Installation Type	Locally installed
Licence Qty	1 licence

Licence Pricing	Volume / 20000-49999 licences
Licensing Details	ESD

Details

Service & Support	Phone consulting - 5 years - response time: 2 hours - availability: 9 hours a day (8:00 AM - 5:00 PM) / Monday-Friday - severity level 1 Phone consulting - 5 years - response time: 4 hours - availability: 9 hours a day (8:00 AM - 5:00 PM) / Monday-Friday - severity level 2 Phone consulting - 5 years - response time: 6 hours - availability: 9 hours a day (8:00 AM - 5:00 PM) / Monday-Friday - severity level 3/4 E-mail consulting - 5 years - availability: 9 hours a day (8:00 AM - 5:00 PM) / Monday-Friday Web knowledge base access - 5 years New releases update - 5 years
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Product data is provided by CNET, we do not warrant the accuracy and completeness of the material contained in this data sheet