



## **zFTPServer - Service Level Agreement (SLA)**

zFTPServer is developed by Västgöta-Data, a Swedish IT consultant company. We're offering comprehensive support and customization for users with specific needs or support issues.

zFTPServer Suite Support provides your company with priority e-mail and phone support in a very cost effective manner. We also offer response time agreements for Enterprise customers using zFTPServers, FTP, SFTP, TFTP or the HTTPS service in business critical applications.

By experience from our current customers we know that customized configurations, security/firewall configurations as well as monitoring service availability are important. Sign up for a Support Level Agreement (SLA) and use our knowledge to your advantage!

### **All of the following features are included in the zFTPServer's support:**

- zFTPServer Suite Enterprise (included in the monthly fee)
- Free support
- Regularly recurring updates
- Telephone support (English and Swedish)
- E-mail support (English and Swedish)
- Support via Remote Desktop/Virtual Network Computing (VNC)
- Priority bug fixes
- Regular monitoring: Response, upload, and download
- Immediate SMS-warnings to one mobile phone included
- Prioritized help with setup and access (firewall configuration and accounts management included)
- Direct access to the zFTPServer Suite development team

### **Note:**

- If you chose to proceed with the Support Level Agreement (SLA), please remember that zFTPServer's Enterprise version is, as seen above, included in the support package. Therefore no license- and/or extension purchases need to be made since it's included in the initial installation.
- The SLA is a current agreement. Denunciation of the SLA also terminates the license of zFTPServer.
- All other legal aspects concerning this SLA is regulated in accordance with General Terms and Conditions IT Services enclosed.
- Base work area: Skövde, Sweden with ordinary working hours 08:00 – 17:00 CET.

For further information of services included in zFTPServer Suite Commercial Priority Support and prizes please contact us.