

TRUSTWAVE APPLIANCES BASED ON IBM HARDWARE

Several Trustwave SWG appliance models are based on IBM “System x” servers. Although technical support cases for these appliances are raised via the standard support processes, hardware issues may require direct involvement by IBM. The table below lists past and present models that are supported in this manner. This list is not intended to be exhaustive.

Trustwave SWG Appliance Model	IBM Hardware Model
SWG 3000	x3250 M3
SWG 5000 / NG-6000-S1	x3550 M2
SWG 7000 / NG-8000	BladeCenter E
NG-5000-S1	x3350
NG-6000	x3650

IBM excels in swift and efficient hardware problem handling. The interface with IBM will be handled by Trustwave TAC for Trustwave customers as well as its partners in a back-to-back manner. This enables our customers and partners to maintain one single thread for all their support issues.

The warranty for the hardware is provided by IBM. For the exact content of the IBM Warranty we invite you to visit:

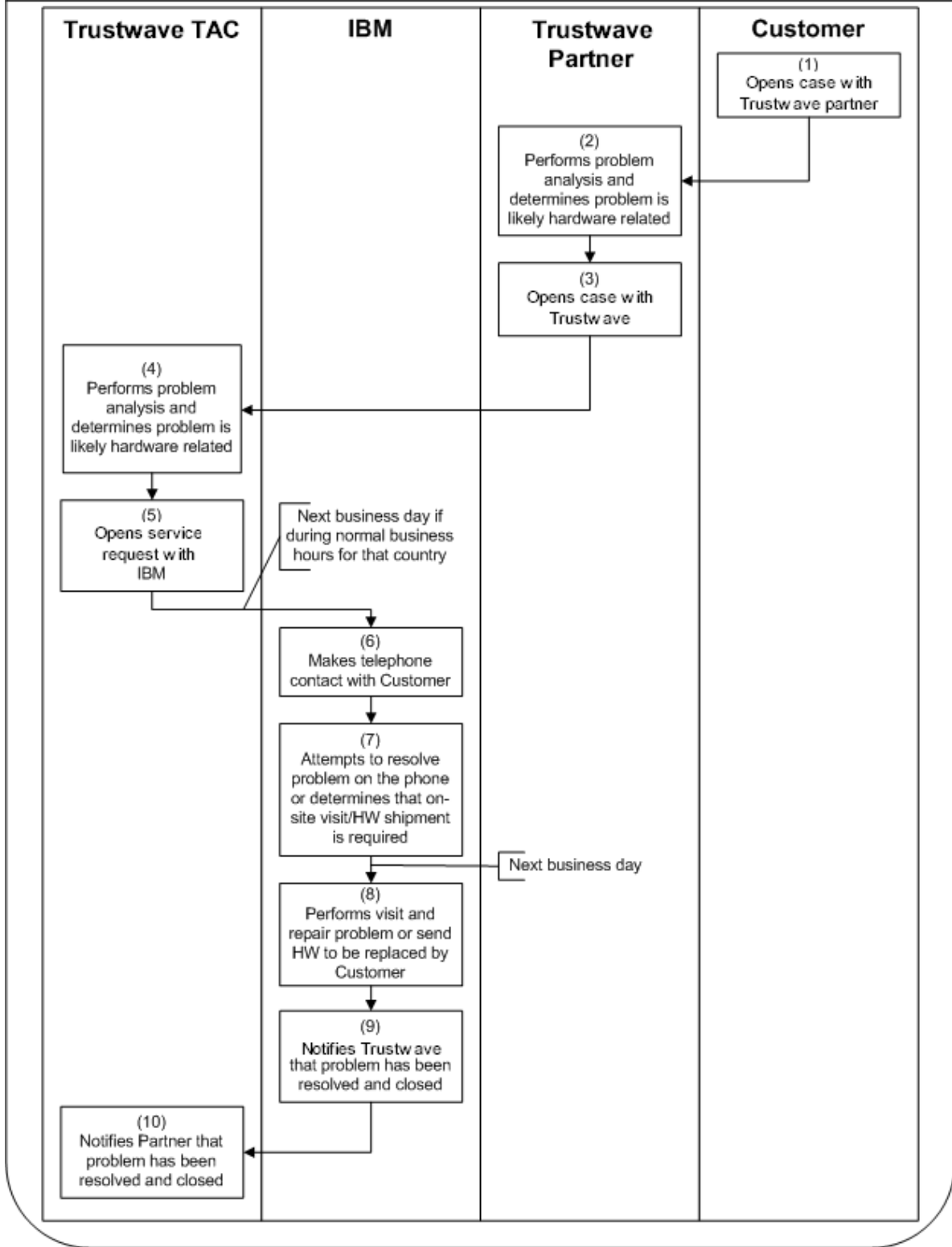
http://www-947.ibm.com/systems/support/machine_warranties/index.html

The various parties involved in the procedure are:

1. Trustwave TAC
2. Trustwave Partner (Distributor and/or Reseller), as applicable
3. IBM
4. Customer

The flowchart on the next page delineates the process. Below the chart, you will find a description that provides additional information on each of the steps outlined in the flowchart.

IBM Equipment Support Process



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Process Description

1. Customer opens a case according to their service plan. Typically this involves contacting their Trustwave Partner. If the customer's service plan includes direct support from Trustwave, Step 2 below is skipped.
2. Trustwave Partner performs normal problem determination and suspects a hardware problem.



Note: See below whereby the process is effective even if at this stage the Partner does not raise the possibility of a hardware problem.

3. Trustwave Partner (Distributor or Reseller) opens a case with Trustwave TAC. For the purposes of this procedure, a Customer with direct support will proceed in the same manner as a Partner. A case reference number is created and given to the Partner.

The following on-site support details should be included:

- a. Customer name and number
 - b. Customer contact information: name, phone number, cell phone number
 - c. Serial number of the suspected BladeCenter part (usually one of the blades) or standalone appliance
4. Trustwave TAC performs normal problem determination and suspects a hardware problem.



Note: In the event that Partner did not suspect a hardware problem and Step 3 did not include on-site support details, Trustwave TAC will request these details from Partner at this stage.

5. Trustwave TAC opens a ticket for the hardware problem with IBM in the country of the Customer's site. Trustwave TAC updates its records system with the IBM reference number and any other information supplied by IBM.
6. IBM will contact Customer (according to the contact details supplied above) during the next business day following the day the service request was being opened during normal business hours for that country.
7. It is expected that IBM will do its own problem determination and attempt to rectify the problem by phone. Alternatively, IBM may determine that the problem is not hardware-related. In such a case, IBM will attempt to close the problem vis-à-vis Trustwave TAC (that opened the problem ticket).



Note: IBM's problem determination is not limited in time and it might therefore take some time to complete.

8. Problem resolution:
 - a. Following problem determination, if IBM determines that on-site service is required, IBM will schedule a service technician to arrive at the customer location on the next business day. Service will be provided from 8.00am to 5.00 pm in the local time zone, Monday through Friday, excluding holidays.
 - b. Some replacement units (such as hard drive, memory, etc.) will be shipped by IBM to the customer for replacement along with information and replacement instructions.



Note: The service levels specified above are response-time objectives only, and are not guarantees. The specified service level may not be available at all worldwide locations. Charges may apply outside IBM's normal service area. Certain machines with same-day onsite response-time objective may require the installation and use of remote connectivity tools and equipment for direct problem reporting, remote problem determination and resolution.

9. IBM is obligated to confirm with Trustwave TAC (who opened the service request) to close the problem. As part of the problem closing, IBM will inform Trustwave TAC of the serial number of any relevant replacement parts.
10. Trustwave TAC notifies Partner that problem has been closed and confirms the serial number of any relevant replacement parts.

In parallel to the above process, once the problem is opened with Trustwave TAC, a Trustwave representative will follow up on the whole process, interacting with both IBM (for updates) and with Partner, as needed.

About Trustwave

Trustwave is a leading provider of compliance, Web, application, network and data security solutions delivered through the cloud, managed security services, software and appliances. For organizations faced with today's challenging data security and compliance environment, Trustwave provides a unique approach with comprehensive solutions that include its TrustKeeper® portal and other proprietary security solutions. Trustwave has helped hundreds of thousands of organizations—ranging from Fortune 500 businesses and large financial institutions to small and medium-sized retailers—manage compliance and secure their network infrastructures, data communications and critical information assets. Trustwave is headquartered in Chicago with offices worldwide. For more information, visit <https://www.trustwave.com>.