

Mimecast Support Packages

Your success is our highest priority, which is why we're committed to you throughout your entire customer experience. From implementation onward, Mimecast is dedicated to helping you achieve the best possible business outcomes.

Choosing the Right Support Package

Every organization is different, which is why we're offering three levels of support for you to choose from. Each package is designed to help you configured, optimize and seamlessly integrate into your security ecosystem.

Key Highlights

- Support packages designed for all size organizations
- Improved on-line support experience and knowledge base offerings to accelerate your time to value
- New support packages and processes designed to mitigate risk and deliver improved outcomes
- New training and education options available to support training gaps
- Professional Services offerings available if additional help is needed

Mimecast Support Packages

Basic Support Provides a self-service experience with access to online resources, a support portal, product hubs, and more.

Advanced Support Offers a more personal touch with access to our team of Technical Support Professionals through telephone support.

Premium Support The highest level of support for those who require a dedicated Technical Account Manager.

	Basic	Advanced	Premium
Online Case Initial Response SLA (Business Hours*)	12	6	3
Mimecaster Central Support Community	✓	✓	✓
Access to the Mimecast Knowledge Base	✓	✓	✓
In-Product Reporting	✓	✓	✓
Business Continuity Planning Manual	✓	✓	✓
P1 Critical Issue Phone Support	✓	✓	✓
24 x 7 x 365 Phone Support		✓	✓
Priority Phone Support Routing			✓
Technical Account Manager			✓
System Optimization Assessment	+	+	✓

*8am – 6pm in your local time
+ purchased separately based on requirements

Included in ALL Support Packages

Online Support Case Management

Easily open and manage support tickets from a centralized online portal.

Mimecaster Central Support Community

Website for Mimecast customers to share ideas, connect with other customers, access product information and Knowledge Base, and receive service updates.

Access to Mimecast Knowledge Base

Extensive library of articles to help you get configured, answer your questions, and optimize your products.

In-Product Reporting

Access to robust reporting in the product with ability to subscribe to weekly and/or monthly Account Assessments.

Business Continuity Planning Manual

Guide to setting up Continuity alerts and triggering Continuity.

P1 Critical Issue Phone Support

Access to phone support during any P1 critical issue.

Included in Advanced Support

24 x 7 Telephone Support

Speak directly to a Technical Support representative to expedite answers to your questions and to escalate issues.

On-line Support Case SLA

Receive responses to your initial on-line support case queries within 6 business hours.

Included in Premium Support

Technical Account Manager

Work with a specialist to help make changes to your subscription, assist you during mergers and acquisitions, or change partners.

On-line Support Case SLA

Receive responses to your initial on-line support case queries within 3 business hours.

System Optimization Assessment

An annual detailed review of your Mimecast environment. Will ensure your systems are optimized and working effectively.

Priority Phone Support Routing

Senior Technical Support Engineers will be available to pick up your support cases directly.

“Mimecast customer support is fantastic. They always respond to tickets quickly, their online documentation is extensive, and their training is very helpful.”

Richard S