# Our promise of quality

Arina has been providing excellent support in the fields of Digital Forensics, Mobile Forensics, eDiscovery and OSINT for over 15 years.

Our customers appreciate the prompt and reliable support of our technical team, which consists of proactive, German- and English-speaking experts.

Arina Support Services are designed to maximize the full potential of your specific software installation. If you have questions or encounter difficulties, our team of experts is available through various communication channels to provide advice and assistance.

With Arina Support you ...
- get the maximum value from your software investment
- ensure smooth business operations
- receive flexible solutions tailored to your specific IT environment
- ensure the optimal use of your available resources
- always remain in control and up to date thanks to regular reports and health checks
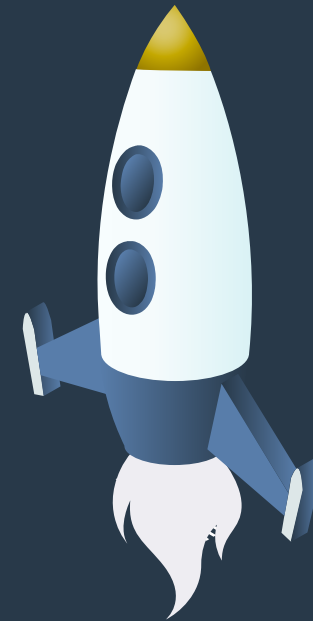
Arina has two Support levels in the offer

Arina Premium Support
is offered with the products of the following vendors: Nuix, Rampiva, Freezingdata, Magnet Forensics.

Arina Support
is offered with all products in our portfolio.

What do the Support Services include?

| Support Reaction Times	Arina Support	Arina Premium Support
		POPULAR AND RECOMMENDED
General requests	48h	Same day (during office hours)
Support Channels		
Email	Included	Included
Phone call	Included	Included
Screen sharing	-	Included*
On site	-	Included*
Error Analysis		
In-depth error analysis / re-enactment	Basic, effort up to 0.5h.	Advanced, effort up to 8h.
Client Contacts		
Number of client contacts / requests	Unlimited	Unlimited
Training Discounts		
Training led by an Arina instructor	-	5%
Training led by an external instructor	-	5%
Reporting		
Quarterly report about incurred support tickets	-	Included
Health Check		
Free exchange of experience at your site	-	1 half day / year
Premium Event Tickets		
Tickets for the Digital Investigations Conference Zürich	-	1 ticket included at half price
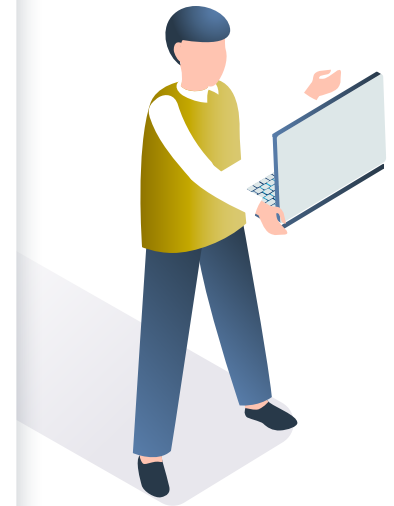
* For assignments of 1-2h, max. 3x per year. Travel expenses may apply. No plannable assignments like updates, bug fixing only.

Good to know

Cost Calculation
Costs for Arina Premium Support are calculated based on the annual maintenance costs of your product(s) and are therefore individual. Please contact us for a quote.

Processes
We use a ticketing tool where all support requests are documented. In a separate database we keep an inventory of all software licenses that you procure through Arina.

Support for multiple licenses
Arina Premium Support is valid for all product licenses of one vendor (no varying support levels possible among licenses from the same vendor). License expiration dates must therefore be aligned in order to maintain a consistent support level.

Proactive support offering
Arina also offers advanced, proactive services (e.g., script development or workflow consulting) as part of **Professional Services**.

Discounts through Arina Premium Support
Discounts for training and tickets through Arina Premium Support are not cumulative with other discounts.
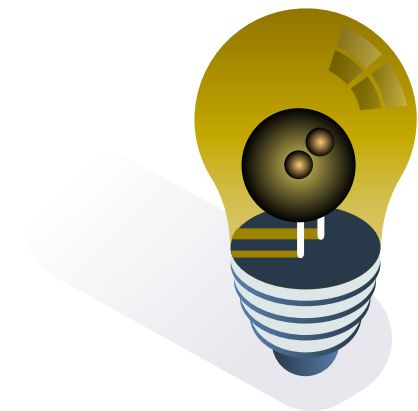
We are looking forward to hearing from you!