

MARATHON

THE APPLICATION AVAILABILITY EXPERTS™



MARATHON SERVICES

APPLICATION AVAILABILITY SUPPORT SERVICES

Marathon can give you the support services you need to ensure your always on environment stays that way.

everRun CUSTOMER SUPPORT SERVICE

At Marathon Technologies, keeping your applications always on is our business. Our expert and responsive technical support service is an important part of the everRun technology family. The everRun Customer Support Service helps you get the most of your investment in everRun software by keeping it current and supported with expert assistance whenever you need it. The everRun Customer Support Service combines software updates, phone and web support, online technical resources, e-learning resources and online diagnostic tools for your everRun solutions. We back up our rock-solid software with expert support to keep you running all the time.

SERVICES INCLUDE:

Telephone access for support available 24 x 7, including holidays

Maintenance agreements of 1, 2, or 3 Years

Hot fixes and updates

Access to Marathon's Technical Web Support Center

Software product documentation and FAQs

Maximum number of everRun Support administrators is 4 named users

Unlimited number of support requests

Monthly Technical Services Newsletter



3 WAYS TO REPORT AN ISSUE

You can report an issue through the customer support portal, by email or by phone.

- **Web** - Go to <http://support.marathontechnologies.com/portallogin.asp> and enter your username and password. The Web Support Center is accessible 24 hours a day, 7 days a week, subject to reasonable maintenance downtime. You can use this site to submit and track issues, find answers to commonly asked questions and browse our documentation library.
- **Email** - Send a description of your issue to support@marathontechnologies.com and include as much detail about the problem as possible. Messages can be sent anytime and will be addressed during the same period of telephone support as defined by the support service you have elected.
- **Phone** - To contact Marathon Customer Support by phone, call (866) 763-1813 (domestic) or (978) 489-1189 (International) during your coverage hours.

everRun® HEALTH CHECK SERVICE

This service provides you with a detailed, up-to-date analysis of your complete everRun environment. Your Marathon consultant will analyze, evaluate, and provide recommended modifications to your everRun configuration and application environments. Included in this service is the installation of updates and hot fixes for the specific everRun versions under review. Upon completion you will receive a detailed report that includes recommendations and expected outcome should the recommendations be implemented.

Limited to a single everRun configuration

- Configuration and Log Analysis - 2 hrs
- everRun Onsite Health Check - 4 hrs
- Result Documentation - 2 hrs

Total Duration of Service: 1 day

WHY MARATHON SERVICES

Marathon has provided a comprehensive array of services that leverage our application availability expertise for over 15 years, serving more than 3,000 customers worldwide, providing mission critical support and services for the most demanding customer environments worldwide.

Like our everRun software products, Marathon Services are designed to be simple, effective and holistic. That's why Marathon consulting, training and technical support services are core to our mission and our passion. Application availability with zero tolerance for downtime is precisely what we do, enabling us to extend the full range of integrated everRun continuous availability and disaster recovery products and services to customers when and where needed.

Get Help Now

go to Marathontechnologies.com or

Contact your Marathon Account Manager

Call **1-888-763-1813** • Email support@marathontechnologies.com