

Customer Service from genua – for Your Secure IT

genua.

First-Class Support Directly from the Manufacturer

Organizations often do not have the resources to provide comprehensive hardware and software support on their own. This is where a powerful partner can help, providing quick and reliable support in case of complex questions, problems, and disruptions.

As a leading manufacturer of certified and approved IT security solutions, genua offers extensive technical service options. Our technical operation center supports you as needed throughout the entire period of use of your systems – around the clock, seven days a week if required. You can find out more about what we offer below.



Update Service – State-of-the-Art IT Security

The threats to your IT are constantly changing. That's why we continuously develop our IT security solutions and regularly release updates that provide protection against new risks as well as additional features and improvements.

Our update service guarantees automatic delivery of the latest versions via the genua customer portal. You also have access to our complete patch database. Certain product updates are delivered on a data storage device. This means your systems are always up to date.

You receive secure updates in accordance with BSI recommendations: Our update mechanism ensures trustworthy product updates today and in the future. In addition to a digital signature for the highest level of security according to current standards, a quantum-resistant signature already provides effective protection against attacks with quantum computers.



Hotline Service – Support from Your Personal Contact

For systems with a hotline service agreement, genua supports customers by providing advice on questions regarding configuration, installation, and handling. A call or an e-mail is all it takes – you will immediately receive competent support for our IT security solutions.

Incoming e-mails are received in a ticket system and automatically assigned to your contact person based on the sender address. The solution, e.g. by delivering patches, is based on the information, log messages, and statistical data you provide.

The hotline service is available to customers in German and English. Response and service times (up to 24/7) are agreed in the support contract.



Security System Management (SSM) – Powerful Support for your IT Security Solutions

Security System Management includes the IT service operation of genua's systems in the amount of the hotline service and additional operational support services via remote access. The customer provides genua with access to the systems we support.

The service includes, after agreement, among other tasks:

- Configuration of all system aspects and their documentation
- Monitoring of availability and function of systems
- Upgrades and updates of the systems by arrangement
- Archiving of system configuration data
- Initial consultation on expanding or redesigning the systems



Our Consulting and Support Offer at Your Location

Take advantage of the opportunity to receive individual advice from us when designing your IT security organization.

We also offer technical support for the integration and commissioning of our solutions. Our service is tailored to your requirements – from the execution of certain partial aspects to the complete implementation. Our qualified consultants with many years of experience relieve your organization and ensure a rapid, smooth implementation.

We look forward to discussing your requirements in an initial meeting and will prepare an individual offer for you.

Scope of Services/Support	Update Service	Hotline Service	Security System Management
Software Updates	✓	✓	✓
Service Portal	User Login	User Login	User Login
E-Mail- & Telephone Support	✗	✓	✓
Service Management Practices	✗	<ul style="list-style-type: none"> • Service Desk • Incident Management • Problem Management 	<ul style="list-style-type: none"> • Inclusive Hotline Service • Configuration • Monitoring • Updates

Standard support hours are 9:00 a.m. to 5:00 p.m., extendable to 24/7.
Standard response time is one working day, shortening to 4 or 2 hours is possible.

Reasons Why

- Experts for the IT security of companies and public organizations
- Offer of a comprehensive, modular IT security portfolio
- Quality without compromise for all products, services, and processes

genua – Excellence in Digital Security

genua develops innovative, reliable as well as market-shaping products and solutions. Whether in the public sector, for the operators of critical infrastructures, in industry or in the protection of classified information: we provide answers to the IT security challenges of today and of tomorrow.

Further information:
www.genua.eu/service



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