

WYSE
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THE GLOBAL LEADER IN
CLOUD CLIENT COMPUTING

**Great customer
support starts here.**

Let's get started →

wyse.com

There's a support package to suit you.

In addition to our Standard, free support that is included with the purchase of any Wyse product, we now offer four levels of Premium support covering all Wyse cloud clients and software solutions. You have the choice to pick the level that best meets your business needs and budget.

Regardless of the level you choose you will have access to the Wyse Self-Service Center, including all Wyse Quick Start Guides, Reference Manuals, Knowledge Base entries and other documentation.

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Pick the Support Plan to meet your needs.

Simply click on a box to see full details of each support package.

Bronze

Our most affordable yet comprehensive plan

details →

Silver

Greater coverage where it's needed

details →

Gold

Extended coverage beyond Silver

details →

Platinum

Our top support plan with the greatest coverage

details →

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Bronze Premium Support

- Telephone support from 9am to 5pm (local US time zone)
- Response Time Targets (business hours)
Severity 1: 4 hrs Severity 2: 8 hrs
Severity 3: 24 hrs Severity 4: 36 hrs
- 24/7 Access to Wyse Self-Service Center
- 5 Support Incidents
- 1 Customer Authorized User

Part Number: 906023-06

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Silver

Premium Support

[← Less](#)

- Telephone support from 9am to 5pm (local US time zone)
- Response Time Targets (business hours)
Severity 1: 4 hrs Severity 2: 8 hrs
Severity 3: 24 hrs Severity 4: 36 hrs
- 24/7 Access to Wyse Self-Service Center
- 20 Support Incidents
- 1 Customer Authorized User

Part Number: 906023-01

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Gold Premium Support

← **Less**

- Telephone support from 9am to 5pm (local US time zone)
- Response Time Targets (business hours)
Severity 1: 2 hrs Severity 2: 6 hrs
Severity 3: 12 hrs Severity 4: 24 hrs
- 24/7 Access to Wyse Self-Service Center
- 50 Support Incidents
- 3 Customer Authorized Users

Part Number: 906023-02

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Platinum Premium Support

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- Telephone support from 9am to 5pm (local US time zone)
- Response Time Targets (business hours)
Severity 1: 1 hrs Severity 2: 4 hrs
Severity 3: 8 hrs Severity 4: 12 hrs
- 24/7 phone support for Severity 1 incidents
- 24/7 Access to Wyse Self-Service Center
- 75 Support Incidents
- 6 Customer Authorized Users

Part Number: 906023-03

Additional support.

As part of the Platinum Premium Support Plan you are also entitled to pro-active telephone consultation with your Designated Support Engineer.

This service (four hours per quarter) provides the benefit of receiving advice in advance of making changes to your Wyse IT environment.

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Make the most of your Wyse support package.

Get help by phone.

While you can create Support Cases on the Wyse Self-Service Center 24/7 (with zero phone hold time) you can still reach the Support Center by phone, from 9AM to 5PM, Monday through Friday. For Platinum Premier customers you have 24/7 phone access for Severity 1 incidents.

Name your internal support contacts.

Premium Support customers have a variety of named support contacts. By specifying who can contact Wyse Customer Support, you can control who submits incident reports and for what, thereby protecting your support investment.

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Get your own Wyse support person.

For Wyse Platinum Premier customers, Wyse will assign a designated Support Engineer to your account. This provides you with a Support Engineer who understands your computing environment. Your Support Engineer will have a deep understanding of the Wyse products that you have deployed as well as how those products are used in your business

Support response times. (Service level agreements).

Wyse Premium Support customers are entitled to Targeted Response times that ensure that your incidents will be responded to in a timely manner. The response times are specific to each Premium Support Plan.

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Take control in the Wyse Self-Service Center.

The online Wyse Self-Service Center allows you to create and manage your own support tickets online, 24 hours a day, seven days a week. With the Wyse Self-Service Center, you can open a support ticket and manage it without ever having to pick up the phone (zero hold time). You will receive automatic notifications based on what is happening with your case, such as status changes.

Your support ticket will be routed to the appropriate Support team based on your region. In addition, you can search the Wyse Customer Support Knowledge Base (KB). Wyse is continually creating new KB articles and updating existing ones. You also have access to Quick Start Guides, Reference manuals, and FAQ documentation.

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US Customer Support Programs.

Support Programs	Premier Bronze	Premier Silver	Premier Gold	Premier Platinum
Product Coverage	All Wyse Products: Phone support Maximum 250 clients	All Wyse Products: Phone support	All Wyse Products: Phone support	All Wyse Products: Phone support 24x7 for Sev. 1 requests
Coverage hours (US Local Times)	9am to 5pm	9am to 5pm	9am to 5pm	9am to 5pm
Initial Response Time Targets (in business hours)	Severity 1: 4 hrs Severity 2: 8 hrs Severity 3: 24 hrs Severity 4: 36 hrs	Severity 1: 4 hrs Severity 2: 8 hrs Severity 3: 24 hrs Severity 4: 36 hrs	Severity 1: 2 hrs Severity 2: 6 hrs Severity 3: 12 hrs Severity 4: 24 hrs	Severity 1: 1 hrs Severity 2: 4 hrs Severity 3: 8 hrs Severity 4: 12 hrs
# of Incidents Annually	5	20	50	75
Named Customer Contacts	1	1	3	6
Assigned Support Engineers	Direct access to Premier Support Engineers	Direct access to Premier Support Engineers	Direct access to Premier Support Engineers	Designated Premier Support Engineer
Technical Account Manager				Yes
Technical Advice				Pro-active Technical Consultation
Type of Access	Phone/web	Phone/web	Phone/web	Direct phone/web
Anytime Access to Wyse Self-Service Portal	Yes	Yes	Yes	Yes

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The great customer support dosen't end here...

If you need further assistance, please email us at sales@wyse.com.

 **Start again**