

Technical Services

From product support to services and upgrades, properly maintaining your cybersecurity hardware and software is an important part of protecting your investment and ensuring the highest performance and security possible.

The Owl Solution

Owl Technical Services is a complete support, maintenance, and upgrade program designed to maximize the value of your investment in Owl products throughout their lifecycle, encompassing both comprehensive hardware warranty coverage and software support and update services. Owl Technical Services provides expert technical assistance and constant product improvements to help keep your systems up-to-date and performing at an optimum level.

Expert Support

Owl's experienced team of Technical Support Engineers provide a wide range of services, from installation and configuration to license management and system troubleshooting. Subscribing to Owl Technical Services ensures that your hardware and software will be supported by the professionals closest to its development, handling your issues thoroughly and with the appropriate urgency for maintaining your operations. Standard Technical support is available online at our website, via email and via phone Monday-Friday 8am to 5pm EST. Premium support is available 24x7, 365 days a year.

Software Updates & Upgrades

Ensuring that your software is up-to-date enhances security, business continuity, and operational efficiency. Owl Technical Services provides you with access to the latest software features and functionality, enabling you to eliminate support delays and improve system performance. In fact, Owl customers with active Technical Support contracts have benefited from more than 90 recent security and ease of use enhancements.

- + **Patches** - Timely patching protects against dangerous security threats because your systems are current with the latest software updates and security patches. Patches can be single fixes or a set of related fixes and are available to customers with current Technical Services contracts.
- + **Hot Fixes** - In certain instances when an issue is determined to be a software or hardware defect that impacts critical workflows, Owl will provide a hot fix, outside of the standard release cycle.

KEY SERVICES INCLUDE:

- + Installation
- + Configuration
- + Optimization
- + System Integration
- + License Management
- + Technical Assistance
- + System Troubleshooting
- + Software Upgrades
- + Patches & Hot Fixes

HARDWARE WARRANTY SERVICES

Despite boasting the industry's highest mean time between failures (MTBF) of over 10 years, and multiple quality control (ISO 9001:2015, EAL Certification) and supply chain assurance (GIDEP) programs, as we all know, there is no accounting for every circumstance once a product is in the field. As such, it's important to consider protecting your investment and the peace of mind that comes with comprehensive warranty coverage. Included in every Technical Services contract, Owl's hardware warranty covers virtually all aspects of Owl OPDS, OCDS product line hardware, as well as the physical Communication Card Systems (OCCS).

Flexible Service Terms

Owl's Technical Services programs are available for purchase in one-year, two-year, or three-year terms, with discounted pricing available for longer terms. The overall cost of the program depends on the term, value and quantity of Owl solutions covered. For more information or to request a quote, please contact an Owl representative or your local Owl reseller.

Support Reinstatement

When a support agreement or warranty has expired for a period of less than one year, Owl requires a new Technical Services contract purchase to be backdated to the day following the end of the expired contract. In this instance, there are no relicensing or reinstatement fees. When a support agreement or warranty has expired for a period of greater than one year, Owl requires that the customer pay a support Reinstatement Fee in order to make that product eligible for support.

TECHNICAL SERVICES FEATURES	WITHOUT SERVICES	WITH SERVICES
Technical Support Assistance	NO	YES
Remote Troubleshooting	NO	YES
Access to Owl Advanced Engineering & R&D Experts	NO	YES
Software Updates & Upgrades	NO	YES
Software Patches & Fixes	NO	YES
Recovery Support for Equipment Failure	NO	YES
Unlimited Support Requests	NO	YES
Fix/Replace for Any Hardware Problem	NO	YES

OWL MAINTENANCE & SUPPORT PROVIDES VALUE

TOTAL UPDATES SINCE 2013 **90**

OS Upgrades	3
Enhancements	21
New Features	46
Software Module Upgrades	16
New Transport Formats	4

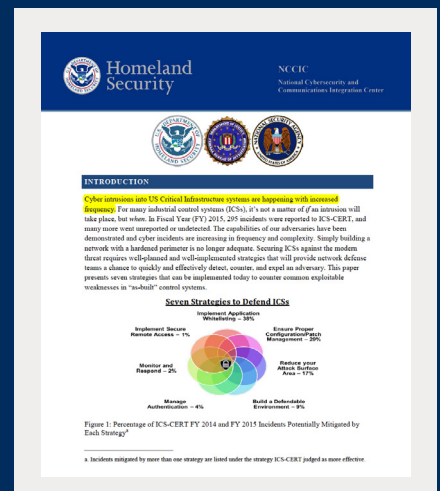


DHS GUIDANCE

1. Secure Your Critical Infrastructure.
2. Reduce Security Risks.

DHS Seven Strategies to Defend Industrial Control Systems - #2

Ensure Proper Configuration/Patch Management



“Adversaries target unpatched systems. A configuration/patch management program centered on the safe importation and implementation of trusted patches will help keep control systems more secure.”

OWL Cyber Defense

Owl Cyber Defense Solutions, LLC leads the world in data diode and cross domain network cybersecurity. With a constant focus on customers in the military, government, critical infrastructure, and commercial communities, Owl develops market-first, one-way data transfer products to meet a variety of operational needs, from entry level to enterprise.

For more information on Owl, or to schedule a demo, visit www.owlcyberdefense.com



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