

Entrust Certificate Services™

Platinum Services

Entrust's comprehensive service and support programs are key components to our commitment to offer you the best. Entrust offers the industry's broadest set of identity-based products and services — all with the goal of properly securing your digital identities and information.

With Entrust's Platinum Services, you can rest easy knowing that a trusted security expert is ready to react and resolve your issue as quickly as possible. We understand the demands of your organization and the need to keep your business operating efficiently.

Entrust certificates are a solid investment for organizations who desire more peace of mind. The Entrust Platinum Services option ensures the smoothest and most efficient resolution response for your organization.

Around-the-Clock Support

With Entrust's Platinum Services, your best interests are our first priority. We're available 24 hours a day, seven days a week, to answer questions, troubleshoot, and resolve any issues. During business hours, Entrust representatives are immediately available for assistance. And during off-hours, you can expect a response within the hour. In the unlikely event something does go wrong, with Platinum Services a resolution can be found in 24 hours (Severity Level 1).

Dedicated to Our Customers

At Entrust, we understand the demands facing IT organizations — and the importance of protecting your IT investment. Our customer support and Professional Services teams continue to rank highly in customer evaluations and are committed to providing continuous improvement in our services. We give customers the opportunity to provide feedback after their service requests have been completed, and we value each and every suggestion.

Discovery

Find, inventory and manage digital certificates across diverse systems to prevent outages, data breaches, and non-compliance. Use Discovery to manage up to 100 certificates with Platinum Services.

Protect Your Domain against Common Threats

The Automated SSL/TLS Server is only available with Platinum Services. It identifies vulnerabilities and grades your level of compliance. Notifications for certificates that do not meet your high standards appear on your dashboard and can be emailed as well. The SSL/TLS Server Test is updated regularly to mitigate new issues and runs automatically as scheduled to deliver ongoing protection without hands-on monitoring.

+1-888-690-2424

entrust@entrust.com
entrust.com/mobile

 [@EntrustDatacard](https://twitter.com/EntrustDatacard)

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Solution Benefits

- Improve total cost of ownership
- 24x7x365 support and verification availability
- Emergency telephone support
- 24-hour verification service
- Expedited requests included at no extra charge
- Dedicated relationship manager
- Improve productivity with up to 15 named account contacts
- Best customer service¹

¹ Frost & Sullivan, "SLS/TLS Certificates Market - Finding the Business Model in an All Encrypt World", Sept. 2016

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	Silver Services (Included with CMS Subscription)	Platinum Services (Optional)
Support		
Support Availability	24/5 Sunday, 8:00 PM ET - Friday 8:00 PM ET	24 hours a day 7 days a week 365
Named Callers	3	15
Support Tool Access	Included	Included
Dedicated Relationship Manager	Included	Included
Expedite Requests	Available at Additional Cost	Included
Response Time	Severity 1: 8 Business Hours Severity 2: 2 Business Days Severity 3: 4 business Days or Future Release	Severity 1: 4 Business Hours Severity 2: 1 Business Days Severity 3: 2 business Days
Verification		
Verification Services Availability	24 hours a day (Monday-Friday)	24 hours a day, 7 days a week, 365
Verification Services Turnaround (Non-EV certs)	3-5 Business Days	24 Hours
Multiple Authorization Contacts	Not Available	Up to 5 Available
Additional Administrative Contacts	2 Admins	Up to 15 Admins
Applications		
Discovery	N/A	Includes (up to 100 certificates)
SSL/TLS Server Tests	Integrated	Automated

More Information

For more information about Entrust Certificate Services, Platinum Services and our full line of digital certificates, contact the Entrust representative in your area at **888-690-2424** or visit www.entrust.net.



About Entrust Datacard

Consumers, citizens and employees increasingly expect anywhere-anytime experiences — whether they are making purchases, crossing borders, accessing e-gov services or logging onto corporate networks. Entrust Datacard offers the trusted identity and secure transaction technologies that make those experiences reliable and secure. Solutions range from the physical world of financial cards, passports and ID cards to the digital realm of authentication, certificates and secure communications. With more than 2,000 Entrust Datacard colleagues around the world, and a network of strong global partners, the company serves customers in 150 countries worldwide.

For more information about Entrust products and services, call **888-690-2424**, email entrust@entrust.com or visit www.entrust.com.

Headquarters
Entrust Datacard
1187 Park Place
Shakopee, MN 55379
USA

