

safenet support
 integration services
 on-site support
 log analysis
 RMA services

About Gemalto/SafeNet Support Plans

Keyon is a platinum partner of Gemalto/SafeNet and acts as a reseller of their products and support services.

SafeNet Warranty and Maintenance Support Plan

The Gemalto/SafeNet service plans offer web and phone support as well as an online ticketing service. Customers are encouraged to use the online ticketing/phone system to solve issues.

For details please refer to SafeNet's warranty and maintenance support plans.

In addition, Keyon provides support with log analysis. The customer benefits from Keyon's knowledge of the interfacing systems.

RMA services

Shipping and handling fees in regards to replacements of defect hardware are free of charge except for costs associated with customer's shipment to Keyon AG.

On-site services

On-site integration services, software updates and support are subject to an additional service agreement.

Product Life Cycle

Decisions on Product Life Cycle, changes to maintenance, response time, and turnaround are at the sole discretion of Gemalto/SafeNet.