



GeNUA Customer Service
Support Straight from the Manufacturer

GeNUA

Security first.

Support You Can Rely on: GeNUA Customer Service

It is frustrating when you're on hold, you already know all the songs in the loop, and you still haven't spoken to a competent person from customer service. This is a situation we all know: Your Internet connection is down and you've limited the cause to your firewall system. So you call the firewall manufacturer's toll hotline that keep putting you on hold in an endless series of queues and time-consuming menus. Then, when at last you reach someone and describe your problem, he cannot help you. After all, the representative is sitting at the end of a long chain of resellers and distributors, has to provide service for a range of systems from different manufacturers and doesn't really know much about any of them. So, you go back on hold, take care of some more formalities and hope that the person at the next support level knows a bit more.

Good Service as a Competitive Advantage

At GeNUA we have set ourselves the goal of never putting our customers into the situation we just described. We provide you with reliable, quick and competent customer service. "Sure," you are probably thinking, "all companies promise that and end up providing the same poor service". And you would be right. But for us this is an opportunity to show our competitive edge above other service providers: we aim to develop long-term relationships with satisfied customers by distinguishing ourselves through excellent service. In addition, good service gets spoken about and in turn helps in winning new customers. And this is an opportunity we are taking by the horns.

GeNUA Support – Direct from the Manufacturer

There are good reasons for our high quality customer service: We only employ specialists for this work who have thorough knowledge of our products and are located in our company headquarters in Munich. This means you receive direct support from GeNUA – the manufacturer. In addition, we know our customers and their special IT environments. This means that tedious formalities and explanations are not necessary when questions arise – we can start problem

solving right away and get things done quickly. And should one of our service personnel not be able to solve a difficult problem right away, our product development experts and project groups are sitting only a few doors down the corridor and can be called in as required. In addition, we have test systems available to reproduce the really difficult customer problems.

Customer Survey Results:

Are you satisfied with GeNUA's customer service?

Excellent	67,6 %
Good	29,4 %
Poor	0 %
Insufficient	0 %
Do not know	2,9 %

Direct Communication for Resellers

You can rely on excellent customer service regardless if you obtain our products from us, an agent, or a reseller. We give all our agents a comprehensive training. However, if our agent is not able to solve a problem, our service personnel can be contacted directly. The communications channels are short here as well. We do not shunt responsibility along a chain running from the manufacturer to the distributors via several resellers.

Custom Service

We will be pleased to give you the service you require, and can tailor an individual package from our range of services that is exactly suited to your needs. Our service gives you the following advantages: your IT systems function perfectly and are always up to date; you save on costs by reducing your need for highly-qualified administrators – and you can concentrate fully on your core business activities.

Our Service for Your IT

System Management



If you opt for comprehensive system management, you do not need to take care of anything else. We have more than ten years of experience with Unix-based system management and TCP/IP networks. Because we have excellent knowledge of external systems based on AIX, Solaris, Linux and the BSDs, we can take charge of your complete network administration: setup as well as configuration of the systems, setting of backup procedures and continuous monitoring, right up to the import of upgrades and installation of new software and hardware. In addition, we provide you with comprehensive support for IT security, system enhancements and system changes. Our personnel would also be happy to visit you on-site.

Security System Management



Using strongly encrypted Internet connections, we constantly monitor our systems installed within your network to ensure complete IT security. We carry out all maintenance work and keep our systems up to date at all times. Should a system nevertheless malfunction, we will know immediately and take remedial action straight away. For example, this means you can rely upon your VPN connections for encrypted data exchange between company sites always working, or your firewall at all times being up to date, so that you can reliably stave off even the newest dangers.

Hotline Service



If you have any queries regarding our IT solutions, please feel free to call us or send us an e-mail. Our hotline service is available 24 hours a day, seven days a week. Here you will get quick and competent support from the manufacturer without tedious formalities.

Update Service



Our update service guarantees automatic supply of all new versions. In addition, you have access to our complete patch database. This means that your systems are always up to date.

Hardware Support



We provide Germany-wide next business day replacement service for our hardware: if one of your appliances breaks down, you will receive an identical exchange unit on the next working day. We also ship exchange units to international locations, but due to shipping restraints cannot guarantee delivery until the next working day. This service is provided free for the first three years after purchase of the product. Thereafter, a yearly fee will be charged.



This is what Customers are Saying about our Service

Karlheinz Huber, manroland:

The security of the company network and the trouble-free worldwide remote maintenance of our printing machines have the utmost priority at manroland. These requirements were met by the excellent proactive GeNUA service, and its flexible reactivity.

Andreas Braunmiller, RTL 2:

Even though firewalls and VPN systems only form part of our complex security strategy, it was extremely important for us that the hardware offers a high potential for integration, and our partners have extensive expertise both as solution and as service providers. Therefore we are pleased to have found the right solutions for our needs with a company such as GeNUA, giving us the optimal strategic preparation we require.

Martin Marshall, Schreiner Group:

We can rely on GeNUA's service at all times. We receive quick and competent assistance if we have any queries. They not only provide us with solutions, but are also always there with useful background information. I can recommend GeNUA anytime.

Rüdiger Schwan, Julius Kühn-Institut:

We have been working with GeNUA since the first GeNUBoxes came on the market. Since then, GeNUA has helped us to develop a complex system linking and providing Internet access for our sites. This collaboration is characterized by a high level of technical expertise and extraordinary helpfulness. The comprehensive and reliable service provided by GeNUA enables us to operate our IT systems securely.

Walter Dittrich,

Ansbach District Administrator's Office:

GeNUA has been reliably meeting our IT security needs since 2004. The GeNUA Team has always shown a high level of competence and engagement, whether they were developing the first security policy or implementing the rigorous Bavarian Administration's network guidelines. System modifications and extensions were technically sound and implemented quickly, pleasantly and with a minimum of trouble. GeNUA is very recommendable.