

## Jatheon Care Overview

WE BELIEVE THAT PREMIUM PRODUCTS NEED TO BE  
COUPLED WITH PREMIUM SUPPORT AND MAINTENANCE

That's why we made sure our **cCore** and **vCore** archiving solutions are all backed by **Jatheon Care**, a comprehensive customer service and support plan that ensures a worry-free performance and includes a variety of services, which makes it unique in the industry.

### **24/7 System Monitoring**

Continual dynamic system monitoring that allows a rapid, proactive response and intervention for any software, hardware or network connectivity issues.

### **Software Updates**

Free-of-charge software updates include new features and functionalities, bug fixes and improvements to the operational quality of the appliance.

### **Hardware Maintenance\***

We repair and replace your malfunctioned hardware components free of charge.

### **Legacy Data Importing**

We import your legacy data to cCore appliances free of charge.

### **Standard Migration**

We'll assist you in migrating your data from an existing archiving solution for free.

### **Archive Backup**

We'll help you configure the backup of your archived data.

### **Storage Assurance**

With our holistic solution to the problem of increasing storage needs, you won't face any unexpected storage issues and expenses.

### **Dedicated Technical Support**

Our Support Team is always busy making sure your archiving experience is smooth and worry-free. We take pride in our record response times and thousands of questions answered.

### **Training and Documentation**

We'll provide you with all the necessary resources and organize training sessions to show you how to get the most of your archiving solution.

\* Applies only to Jatheon cCore archiving appliances.

## About Jatheon

We founded Jatheon Technologies Inc. in 2004 to empower companies in their efforts to ensure email compliance and facilitate eDiscovery.

Today, we are leaders in the archiving industry, with **11+ billion processed messages** and unique on-premise and cloud archiving solutions. We continue to raise the bar throughout the industry with our latest enterprise-grade **cCore** archiving appliances, a powerful archiving, retrieval and dynamic monitoring software and best-in class tech support, **Jatheon Care**. In 2017, we built **Jatheon CTRL** – a social media and mobile archiving add-on that smoothly integrates with our email archiving software. In 2018, we designed **Jatheon Cloud** – the next-generation cloud email archiving solution perfectly suited for small and medium-sized organizations. In 2019, we launched **Jatheon Archive**, an email archiving and management mobile app that supports both Jatheon cCore and Jatheon Cloud. In 2021, we released social media and IM features for Jatheon Cloud, and in 2022, Jatheon was included in Gartner's MQ for Enterprise Information Archiving.

It is our mission to ensure security and bring peace of mind to businesses, government agencies, educational, financial and healthcare institutions across the globe. We're headquartered in Toronto, but we serve clients worldwide through our network of global business partners. For more information, please visit [www.jatheon.com](http://www.jatheon.com).