



macmon secure offers the macmon NAC solution as a virtual appliance and as a physical hardware appliance. If server packs are used as part of macmon Scalability, the virtual appliance will not incur any additional licensing costs. All licensing costs are covered by the licensing of the server pack.

The virtual appliance is provided as an OVF file and can be used with VMware and Microsoft HyperV.

The physical appliances "Standard" and "Advanced" are provided with the Next Business Day Service. This service is not subject to extension, which is why macmon secure offers a service period of 3 and 5 years from the start.



macmon Hardware Appliance "Standard"	macmon Hardware Appliance "Advanced"
up to 20,000 endpoints	up to 40,000 endpoints
Intel XEON E5-2620v4 8x2.1 GHz (Single CPU)	Intel XEON E5-2620v4 8x2.1 GHz (Dual CPU)
16 GB RAM	32 GB RAM
4 Ethernet-Ports	6 Ethernet-Ports
480 GB SSD RAID 1	480 GB SSD RAID 1
redundant power supply	redundant power supply
with 3 or 5 years NBD	with 3 or 5 years NBD
19", 1 HE 4,4 cm x 43,8 cm x 71,1 cm 25,3 kg	

Next Business Day Service applies to Standard and Advanced Hardware

- The Next Business Day Service is provided by the manufacturer "Wortmann" and includes the following services:
 - Phone support: +49 57 44944 392 (please have the serial number of the defective device ready) on five (5) days per week, ten (10) hours per day, except on public holidays.
 - German and English support from 8:00 to 6:00 pm (Mon-Fri)
 - You can apply for a hardware components exchange carried out by the respective manufacturers (this covers hot-swappable parts, such as hard drives and power supplies) by using your service tag (serial number). Please find more information on Wortmann's On-Site Service at:
<https://www.wortmann.de/content/files/downloads/pdf/servicekarte-terra-pc-server.pdf>
 - If the fault report is received by Wortmann until 4:00 pm on a business day, the delivery of the replacement hardware (either parts or the complete device) is carried out on the next business day. For an on-site action, the Wortmann engineer in charge must establish the need for such.
 - The customer is required to assist the support team with diagnosing the error within their means.
 - Depending on the situation, restoring or restoration could also be carried out by replacing the complete device.
 - Media retention is included in the service. The customer must confirm the sensitivity of their data to gain the right of keeping the defective storage medium in order to dispose it by themselves.

Contact

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