KÄGWERKS®
NEVER A FAIR FIGHT

SUPPORT PACKAGES



KOVERAGE™ SUPPORT PACKAGES

Mission-Ready Support for the D.O.C.K. Ecosystem

DIRECT HUMAN SUPPORT | RAPID RESPONSE

Keep D.O.C.K. Ecosystems operational when it matters most

Koverage™ packages provide direct access to experts, rapid response, and lifecycle tools to maintain operational readiness during training, deployment, and sustained operations.

D.O.C.K®
PREMIUM SUPPORT
24/7/365

HUMAN-FIRST SUPPORT
Connect with knowledgeable personnel who understand operational context.

OPERATIONAL CONTINUITY
SLAs and replacement options help piece of mind knowing there's a backup

LIFECYCLE READINESS
Portal access, releases, and security updates support sustained capability.

Feature	Basic	**Premium**
Support Hours	Business Hours (0800 – 1700 ET)	**24/7/365**
Live Human Support	✓	✓
Response Serviced Level Agreement	1 Business Day	**4 Hours**
Portal Access	✓	✓
Software Updates and Feature Releases		✓
STIG Patches		✓
Return Merchandise Authorization	Standard RMA Coverage at No Additional Cost	**Advanced Replacement at No Additional Cost**

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PREMIUM COVERAGE

Built for mission-critical users.

D.O.C.K®

Premium delivers the highest level of support and responsiveness for teams that rely on D.O.C.K. Ultra as an essential operational capability.

WHY CHOOSE PREMIUM?

1 24/7/365 Expert Access

Immediate assistance when operations cannot wait.

2 Rapid Response SLAs

Priority engagement for faster service restoration.

3 Advanced Replacement

Replacement units shipped immediately upon RMA initiation

4 Software + STIG Updates

Compliance & capability w/ current releases & STIG updates.

Support That Keeps You Mission-Ready

Support is designed to feel personal, responsive, and accountable - with escalation paths that reach the people who built the product.

1 Direct Access

Real people who understand the ecosystem.

2 Mission Aware Prioritization

Issues evaluated by operational impact.

3 Structured Escalation

Path from frontline support to engineers.

4 Scale Across Organizations

Effective for unit-level and enterprise teams.

Customer Portal Capabilities

Documentation, user guides, release notes, license management, and support ticket tracking. Premium customers also receive software downloads and customized security updates.

NEVER A FAIR FIGHT WITH KOVERAGE™