

## ALGOSEC SUPPORT PROGRAMS



At AlgoSec, our passion for customer satisfaction drives the company’s corporate culture and core values.

AlgoSec offers a variety of support packages that meet the needs of any organization — from small businesses to large scale enterprises — while providing the most professional and highest level of technical support to our customers. Support is provided through centers located around the globe which serve our customers and partners in their local time zone.

			
		Preferred	Premium
Customer Type	SMB	Enterprise	Large Enterprise
Access to Knowledgebase and Documentation	✓	✓	✓
New Upgrades, Patches and Hotfixes	✓	✓	✓
Email Support	✓	✓	✓
Coverage During Local Business Hours (09:00 – 17:00)	✓	✓	✓
24x7 Coverage		✓	✓
Live Phone Support		✓	✓
Instant Online Chat		✓	✓
Priority Access to Support and R&D		✓	✓
6-Hour Response Time for Severity 1 Issues*		✓	✓
2-Hour Response Time for Severity 1 Issues*			✓
Designated Technical Support Engineer			✓
Staging Environment in the AlgoSec QA Lab			✓
Annual Onsite Maintenance Visit			✓
Quarterly Service Review			✓
10% Discount on Certification Training (unlimited No. of People)			✓

\*For a complete description of services, [please refer to our portal](#) (requires login).

## ALGOSEC RESIDENT ENGINEER SERVICE



AlgoSec Resident Engineer service provides a dedicated technical resource responsible for the ongoing activities related to AlgoSec's solution. The Resident Engineer works onsite up to five days a week, monitors AlgoSec's system and proactively escalates technical issues to AlgoSec support for fast remediation.

Dedicated to your IT and Security environment, the Resident Engineer becomes the expert in your unique processes and requirements as well as in your network's specific configurations and challenges – delivering smoother operation in a short time. AlgoSec's resident engineer service enables you to get the most of your AlgoSec solutions by utilizing specialized, skilled professionals in the industry.

Resident Engineer Service responsibilities:

- Act as the Customer's technical advocate and be the AlgoSec focal point
- Present AlgoSec's potential ways to gain business value
- On-site, hands-on work as well as overall responsibility for AlgoSec-related ongoing activities
- Perform system health check and if issues are found, proactively raise technical issues to AlgoSec support
- Monitor Upgrades/HF installations

### Key Benefits

- Onsite support
- Reduces operational costs to accelerate revenue-generating activities
- Ensures up-to-date awareness of project status
- Accelerates deployment and move to production
- Enhances workforce productivity

## ALGOSEC DESIGNATED SUPPORT ENGINEER



Ensure the smoothest operations with designated, priority service and a single point of contact.

AlgoSec Designated Support Engineer service provides a designated technical resource responsible for ongoing activity related to AlgoSec's solution.

Dedicated to your IT and Security environment, the Designated Support Engineer becomes the expert of your unique processes and requirements, as well your network's specific configurations and challenges – delivering smoother operation in a short time. As a result, they are familiar with your environment, internal processes, and staff. Your Designated Support Engineer has full visibility and management over your entire case history and will be your liaison with and provide direct access to the AlgoSec R&D team.

These engineers are seasoned professionals who have extensive experience with AlgoSec's products. Your Designated Support Engineer acts as your single point of contact and customer advocate within AlgoSec and is focused on building and maintaining a deep understanding of your business and technical requirements.

### Key Benefits

- 24/7 telephone, email and chat support
- Priority access to support and R&D
- Single point of contact
- Quicker and more efficient case resolutions
- Holistic view of your entire case history