

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.

Customer Type	Self Service	SMB	RECOMMENDED	
			Preferred	Premium
			Enterprise	Large Enterprise
Access to Knowledgebase and Documentation	✓	✓	✓	✓
New Upgrades, Patches and Hotfixes	✓	✓	✓	✓
Access to AlgoSec Technical Community	✓	✓	✓	✓
Coverage During Local Business Hours (09:00 – 17:00)		✓	✓	✓
Email Support		✓	✓	✓
Instant Online Chat			✓	✓
24 x 7 Coverage			✓	✓
6-Hour Response Time for Severity 1 Issues*			✓	✓
Priority Access to Support and R&D			✓	✓
2-Hour Response Time for Severity 1 Issues*				✓
<u>Staging Environment in the AlgoSec QA Lab</u>				✓
Annual Onsite Maintenance Visit				✓
Quarterly Service Review				✓
10% Discount on Certification Training				✓
Designated Technical Support Engineer				✓

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