

Professional Services

Technical Support

AlienVault Global Support Services for OSSIM provides the technical backup to reliably and professionally deploy & manage Open Source SIM and AlienVault Professional SIEM software – anywhere in the world.

Each service level may be used during a specific coverage period for remote assistance concerning any of the following issues:

Technical

- Installation
- Configuration
- Upgrades
- Administrative Assistance

Technical Consultative

- Architecture
- Deployment
- Performance and Scalability

Service Levels

Option	Basic Support	Premium 8x5	Premium 24x7
Tickets	5 or 15	—	—
Hours	9 am – 6 pm	9 am – 6 pm	24x7
Resp. Time	1 business day	6 hours	6 hours
Communication	Email, web	Email, web	Email, web & phone

Basic Support

- 5-Pack: 5 tickets or 5 hours, during a 5-week period, whichever comes first.
- Value-Pack: 15 hours during one year, up to 15 tickets.
- Assistance provided during normal business hours (9am – 6pm) in Support Center closest to user's time zone.
- Response to requests within 1 business day of confirmed receipt by AlienVault Support Center closest to user's time zone.
- Guarantees that the user will be notified, on a timely basis of
 - The newest releases, patches, software updates and version upgrades.
- Technical Support consists of user requests and inquiries submitted via email from a Certified OSSIM Security Engineer ("OCSE"), to our specialists for troubleshooting and resolution.

Premium Support

- A higher service level, Premium Support is available to
 - Users of AlienVault Professional SIEM
 - Partners providing 1st line support
- Both user request logging and troubleshooting/ticket resolution take place continuously at our Technical Support Centers based on a "Follow-the-Sun" approach.
- Guarantees that the user will be notified, on a timely basis of
 - The newest releases, patches, software updates and version upgrades.

Premium 8x5 Support

- Assistance provided during normal business hours (9 am – 6 pm) of User's time zone.
- Response to requests within 6 hours of confirmed receipt by AlienVault Support Center.
- Technical Support consists of user requests and inquiries submitted via email, web, or phone for emergencies by at least one OCSE (up to a maximum of 2), to our specialists for troubleshooting and resolution.
- Emergency hotline available.

Premium 24x7 Support

- Assistance provided 24x7x365.
- Response to requests within 6 hours of confirmed receipt by AlienVault Support Center.
- Technical Support consists of user requests and inquiries submitted via email, fax or phone by any one of a minimum of 5 OCSE's (up to a maximum of 5), to our specialists for troubleshooting and resolution.
- Emergency hotline available.

Details

Service	Premium 8x5 Support	Premium 24x7 Support
Authorized Customer Contacts	2 Local to Customer site	5 Global
Escalation	Standard	Standard or named Customer and AlienVault contacts
Call Resolution	8/5 (9:00 AM - 6:00 PM) via Support Center closest to Customer time zone	Continuous, 24/7 at all Support Centers across time zones
Call Classification	Standard	Standard (also supports Customer defined priority levels)
Response Time	6 hours, or 6 hours on next day	6 hours
Call Logging	8/5 via email, WWW, or phone for emergencies	24/7 via email and phone

* Custom options available for quicker response time. Please inquire.

Support services do NOT include development, consulting, technical training, documentation, specific testing or any other additional tasks derived from an incident beyond knowledge transmission, unless otherwise stated in the Support Agreement. Such services will be governed by a separate Agreement.

AlienVault LLC, US
 7 Piedmont Center, Suite 300
 3525 Roswell Road
 Atlanta, GA 30305, US
 ☎ +1 678 855 6199

AlienVault Europe
 Corazón de María 6
 1ª Planta, Oficina 4
 28002 Madrid, Spain
 ☎ +34 91 515 13 44

www.alienvault.com

