

ARMOR SUPPORT SERVICES

Armor makes cybersecurity simple with the following services structure you can use to align Armor support to the needs of your organization. Armor support services are broken into three tiers – Basic, Advanced and Enterprise Support. Choose the option that best suits your cybersecurity and compliance needs.

BASIC

For smaller organizations with security and compliance needs but on a tighter budget.

ADVANCED

For larger companies who want dedicated support, guidance and advocacy but don't require 24/7 attention.

Most new Armor clients choose Advanced.

ENTERPRISE

For large-scale organizations seeking dedicated Customer Experience Manager support and round-the-clock access to Armor team resources. Includes Quarterly Executive Business Reviews.

ARMOR SUPPORT SERVICES MATRIX

	BASIC (Included, No Additional Cost)	ADVANCED (Add-on, MRC, Annual)	ENTERPRISE (Add-on, MRC, Annual)
SELF-SERVICE SUPPORT			
Full product documentation and support/troubleshooting guides are available 24/7/365 to users at Armor Knowledge Base.	✓	✓	✓
INCLUDED INFRASTRUCTURE MANAGEMENT (For Armor Complete Only)*			
VM Configuration and Deployment	✓	✓	✓
Addition/Removal of Services Including Backup and DR Configuration	✓	✓	✓
24/7 Server Monitoring	✓	✓	✓
Troubleshooting	✓	✓	✓
Patching Support	✓	✓	✓
OS Support	✓	✓	✓
Network Configuration Support	✓	✓	✓
Architecture Analysis and Guidance			✓

ARMOR SUPPORT SERVICES MATRIX CONT.

	BASIC (Included, No Additional Cost)	ADVANCED (Add-on, MRC, Annual)	ENTERPRISE (Add-on, MRC, Annual)
API SERVICES			
API Services Access	FULL ACCESS, UNLIMITED USE.	FULL ACCESS, UNLIMITED USE.	FULL ACCESS, UNLIMITED USE.
COVERAGE AND ENGAGEMENT PROFILE			
Security Operations Center	24/7/365	24/7/365	24/7/365
Ticket Support	24/7/365	24/7/365	24/7/365
Ticketing/Incidents	Unlimited Tickets or Open Incidents	Unlimited Tickets or Open Incidents	Unlimited Tickets or Open Incidents
Phone Support	—	8am-5pm CST & GMT, M-F	Round-the-Clock Coverage 24/7/365
Response SLO	48 hours	—	—
EXPANDED SERVICE EXCELLENCE			
Customer Experience Manager	—	Named Customer Experience Manager	Named Customer Experience Manager
Business Reviews	—	—	Quarterly Executive Business Reviews (EBR)
RESPONSE SLA			
Ticket Handling	—	Priority ticket handling. 6 hours for acknowledgement during coverage hours.	Priority ticket handling. 30 minutes for acknowledgement.
Service Credit Eligibility	—	Up to 3% credit on support service for impacted month. Request for credit must be made in writing (via ticket) within 72 hours of incident.	Up to 5% credit on support service for impacted month. Request for credit must be in writing (via ticket) within 120 hours of incident.
Incident Investigation	Each incident includes 2 free hours of investigation.	Each incident includes 2 free hours of investigation.	Each incident includes 2 free hours of investigation.



BASIC SUPPORT

Basic Support is included at no extra charge, providing robust monitoring, SOC and ticketing support 24/7/365.

ADVANCED SUPPORT

Advanced Support clients get all of the advantages of Basic Support plus are assigned a Customer Experience Manager, and have access to Armor resources by phone during normal business hours.

Named Customer Experience Manager (CXM)

Customer Experience Managers operate as a central point of contact to manage the quality, efficiency and delivery of Armor services throughout the client's relationship with Armor. CXMs ensure close collaboration and integration between Armor and client teams and processes across the life-cycle of their engagement. CXMs are measured by their ability to maintain high client satisfaction and loyalty ratings with their assigned clients.

ENTERPRISE SUPPORT

Armor Enterprise Support clients receive all of the advantages of Advanced Support plus get 24/7/365 access to Armor resources by phone as well as receive quarterly Executive Business Reviews.

Architecture Analysis and Guidance

Armor will coordinate working sessions with clients to review, create and update network diagrams, as well as system and application information to better support the environment.

Executive Business Review

Delivered quarterly, the Executive Business Review is an interactive discussion of recent customer projects, and security and service delivery metrics. The review includes a briefing on Armor's current roadmap.

**Infrastructure Management pertains to Armor Complete solutions only.*

