



ARMOR SUPPORT SERVICES

At Armor, we want you to be successful. Our support services are designed to give you the right mix of tools as well as access to expertise to simplify your organization's cybersecurity and compliance needs.

Full product documentation, installation, and user guides are available to all Armor customers at no additional cost.

For Armor's private cloud customers, the following services are included with no extra charge: virtual machine configuration and deployment, addition/removal of services, backup and disaster recovery configuration, 24/7/365 server monitoring, troubleshooting, patching support, OS support, and network configuration support.

ARMOR SUPPORT SERVICES MATRIX

SUPPORT SERVICES	BASIC	ADVANCED	ENTERPRISE
	Recommended if you want a self-serve approach.	Recommended if you need advanced product support availability and services.	Recommended if you need premium product support availability and services.
24/7/365 Security Operations Center	Yes	Yes	Yes
Security incident notification guarantee	Yes	Yes	Yes
Unlimited ticket submissions	Yes	Yes	Yes
Phone support	Yes	Yes	Yes
Ticket handling (response time shown)	48 hours	< 6 business hours	< 30 minutes
Armor's Private Cloud Customers			
Network uptime guarantee	Yes	Yes	Yes
Service credit eligibility	-	Up to 3%*	Up to 5%**
Architecture analysis and guidance	-	-	Yes
Price	Included	\$995/month	\$10,500/month

*Request for credit must be made in writing (via ticket) within 72 hours of incident.

**Request for credit must be made in writing (via ticket) within 120 hours of incident.

SUPPORT SERVICE DESCRIPTION

24/7/365 Security Operations Center (SOC): Armor's cybersecurity experts monitor customer environments 24/7/365 and, if an attack takes place, help you respond quickly and effectively.

Unlimited ticket submissions: Armor customers can submit unlimited tickets for raising any product-level issues and inquiries. This is used as a primary channel for resolving Armor product issues.

Critical Security Incident guarantee: Armor guarantees that customers will be notified of a Critical Security Incident within 15 minutes of Armor's knowledge of a security incident. This time period is defined as the time between Armor identifying a Critical Security Incident and the time stamp associated with Armor's initial notification to the customer of the Critical Security Incident. Please refer to the Service Level Agreement for more information.

Phone support: Customers can leverage phone support to raise product-related inquiries on top of ticketing support.

Service credit eligibility: We pride ourselves on providing excellent support to our customers. Our Advanced and Enterprise customers are eligible for the service credits mentioned above if the agreed upon support service level is not met.

Network uptime guarantee: Armor guarantees an end-to-end uptime availability of 99.99% for customers using Armor's private cloud. Please refer to the Service Level Agreement for more information.

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



ARMOR.COM

Armor is a global cybersecurity software company. We simplify protecting data and applications in private, public, or hybrid clouds as well as help organizations comply with major regulatory frameworks and controls. We know security is complex; it doesn't have to feel that way.

2360 Campbell Creek Blvd Suite 525, Richardson, TX 75082
US +1 877 262 3473 | UK +44 800 500 3167

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