



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 secure hosting customers, the following services are included at no additional cost: 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 | 48 hours | < 6 business hours | < 30 minutes |
| Service credit eligibility | - | Up to 3%* | Up to 5%** |
| Customer experience manager | - | Named | Named |
| Executive business reviews | - | Bi-annually | Quarterly |
| Access to support engineers | - | - | Yes |
| | | | |
| Secure Hosting Customers | | | |
| Network uptime guarantee | Yes | Yes | Yes |
| 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.

Customer experience manager: As your primary point of contact at Armor, a customer experience manager proactively manages the customer relationship by defining a mutually agreed upon engagement model to align with strategic and business goals.

Executive business review: This is an interactive discussion of recent customer projects, as well as security and service delivery metrics. The review includes a briefing on Armor's current roadmap.

Access to support engineers: Our enterprise customers have routine access to Armor's engineering resources for proactive engineering project planning, upgrade rollouts, new licensing, new server and switch architecture reviews, and more.

Network uptime guarantee: Armor guarantees an end-to-end uptime availability of 99.99% for customers who have Armor Anywhere with secure hosting. 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.

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