

# Mission Critical Support and Maintenance


**DATASHEET**

## Overview

If you need to ensure 24x7 availability of your GRA environment, this plan is for you. Mission Critical Support provides the highest level of personalized, proactive customer support available from Gurucul. Get the help you need, more quickly, with Priority Access – a streamlined process that connects you to senior-level technical support engineers with specialized experience supporting Gurucul Risk Analytics. Help prevent future issues from occurring with proactive account management, to identify trends, develop action plans, fast-track escalations. Minimize downtime with aggressive target response time – 30 minutes or less for Severity 1 issues. Access technical support when you need it: Available 24x7 for Severity 1 and Severity 2 issues and additional local business hour coverage on weekends for Severity 3 issues.

Features include Premium Support plus the following:

- Priority access to senior-level engineers
- Dedicated technical account manager and proactive account management
- 24 X 7 Support
- Product enhancement expedited response - 4 weeks
- Hot fixes for critical issues
- Roadmap Review
- First point support contact - Level 2
- Upgrade and migration support
- New release deployment
- Monthly state of the services walkthrough and feedback review for services plan adjustments

Support Plan Feature	Details
Hours of Operation	24 hours a day, 365 days a year
Direct Routing to Senior- Level Engineers	Support requests filled by telephone will bypass level one and will be routed to a support queue staffed by senior-level engineers.
Customer Site Profile	Your account manager, in conjunction with your key technical contacts, will document your site profile to help Gurucul technical staff expedite troubleshooting efforts.
Product Updates	Software updates included, scheduled on-call update install support, critical issue hot fixes.

Product Upgrades	Product upgrades included, scheduled on-call upgrade install support .
Customer Support Plan	Your Technical Account Manager will work with you to develop a detailed support plan, outlining points of contact and key processes.
Root Cause Analysis	Should there be an outage that affects system availability, Gurucul Support Services will, upon your request, work to provide formal root cause analysis for Critical support requests. Gurucul will use commercially reasonable efforts to work with customers and third parties, as necessary, to provide a resolution on where possible. Root cause analysis and log file review by its nature does not always result in a conclusive resolution.
Support for Migration and Updates	Support processes may be arranged to cover any time-sensitive issues that might occur during your planned migration or upgrade.
Support Review Meetings	Your Technical Account Manager will conduct regular meetings to review open support requests, address questions or concerns about your environment and to assist with ongoing projects, planned migrations and updates.
Quarterly Business Reviews	Your account manager will deliver onsite quarterly business reviews to provide trend analysis, reporting and feedback based on your support activity. The account manager will also deliver information regarding the latest best practices and whitepapers, information about patches and updates, and knowledgebase articles related to your GRA solutions to ensure the best possible experience for your implementation. In addition, the account manager will update site profiles and support plans as needed.
Method of Access	Web / Email / Phone / Onsite
Response Method	Web / Email / Phone / Onsite
Access to Forums and Knowledge Base	Yes
Maximum Customer Contacts per Contract	12
Number of Support Requests	Unlimited
<b>Target Response Time</b>	
• Critical (Severity 1)	30 minutes or less: 24x7 – Onsite as required after 36 hours
• Major (Severity 2)	2 hours: 24x7
• Minor (Severity 3)	6 Business hours
• Product Enhancement / Documentation Request (PEDR)	12 Business hours
Business Hours	6AM to 6PM Local time zone

Gurucul is changing the way enterprises protect themselves against insider threats, account compromise, and data exfiltration on-premises and in the cloud. The company's user and entity behavior analytics (UEBA) and identity analytics (IdA) technologies use machine learning and predictive anomaly detection algorithms to reduce the attack surface for accounts, unnecessary access rights and privileges, and identify, predict and prevent breaches. Gurucul technology is used globally by large enterprises in finance, banking, insurance, manufacturing, hi-tech, pharmaceutical and retail.

