

# Premium Support and Maintenance


**DATASHEET**

## Overview

Gurukul Premium Support is designed for customers that require support 24x7, 365 days a year. Our global support centers are staffed around the clock with engineers that provide industry-leading expertise in risk analytics and years of experience supporting big data information security platforms in customer environments. We are committed to delivering enterprise-class, worldwide support, with a single objective in mind: your success.

## Focused, 24-Hour Support

- Global, 24x7 support for Severity 1 issues
- Fast response time for critical issues
- Unlimited number of support requests
- Remote support
- Online access our to Customer Support Center, to documentation and technical resources, knowledge base, discussion forums
- Product updates and upgrades

Support Plan Feature	Details
Hours of Operation	24 hours per day, 365 days a year
Product Updates	Yes
Product Upgrades	Yes
Method of Access	Web / Email
Response Method	Web / Email / Phone
Root Cause Analysis	Yes
Customer Support Center, Forums and Knowledge Base	Yes
Maximum Customer Contacts per Contract	6
Number of Support Requests	Unlimited
<b>Target Response Time</b>	
• Critical (Severity 1)	1 hour: 24x7
• Major (Severity 2)	4 Business hours
• Minor (Severity 3)	8 Business hours
• Product Enhancement / Documentation Request (PEDR)	36 Business hours
• Business Hours	6am to 6pm Local time zone

Gurukul 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. Gurukul technology is used globally by large enterprises in finance, banking, insurance, manufacturing, hi-tech, pharmaceutical and retail.

