

Standard Support and Maintenance


DATASHEET

Overview

Gurukul Standard Support is designed for customers that require support during normal business hours. Our global support centers have been strategically placed to provide you with fast and efficient access to the support center in your region. Each center is staffed with engineers that provide industry-leading expertise in risk analytics and years of experience supporting big data information security products in customer environments. Gurukul is committed to delivering enterprise-class, worldwide support, with a single objective in mind: your success.

The Essentials - Weekday Support for Non-Critical Deployments

- 12x5 access to support
- Unlimited number of support requests
- Remote support
- Online access to our Customer Support Center, to documentation and technical resources, knowledge base, discussion forums
- Product updates and upgrades

Support Plan Feature	Details
Hours of Operation	12 Hours per day, Monday thru Friday
Product Updates	Yes
Product Upgrades	Yes
Method of Access	Web / Email
Response Method	Web / Email / Phone
Root Cause Analysis	No
Customer Support Center, Forums and Knowledge Base	Yes
Maximum Customer Contacts per Contract	4
Number of Support Requests	Unlimited
Target Response Time	
• Critical (Severity 1)	4 Business hours
• Major (Severity 2)	8 Business hours
• Minor (Severity 3)	12 Business hours
• Product Enhancement / Documentation Request (PEDR)	72 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.

