



SKYBOX SECURITY

# PREMIUM SUPPORT PROGRAM

Global business support anytime, anywhere

Skybox® Security is committed to your success. Whether you have a technical question or want assistance customizing your deployment, Skybox Support has you covered.

Skybox® Standard Support provides rapid access to our expert support team, the Skybox Support Portal and business-hour phone and email support.

In addition to Standard Support Services, Skybox® Premium Support options are designed for customers who need around-the-clock technical support SLAs and advanced, remote monitoring services.

Skybox Premium Support gives you access to:

- 24x7 technical support
- Support Point of Contact (SPOC)

## ADDITIONAL RESOURCES

Skybox Security will need remote access to your Skybox server or appliance for remote monitoring services.

More information on Skybox Premium Support is available [on our website](#), or you may [contact your local Skybox representative](#).

## PREMIUM SUPPORT OVERVIEW

Skybox Premium Support includes:

### 24x7 Technical Support and Higher SLA

We understand enterprise security doesn't obey office hours. If you're on the line to remediate a 3:00 a.m. emergency, so are we. Skybox Premium Support customers can receive the technical support they need, day or night, from anywhere in the world.

### Support Point of Contact

If a more intensive interaction is needed with the Skybox Support Center, a Premium Support customer may request a Support Point of Contact (SPOC) from the Skybox support team for a mutually agreed upon duration. The SPOC will monitor support cases and conduct weekly meetings to discuss status and prioritization of issues.



## KEY BENEFITS OF PREMIUM SUPPORT PLANS

Experience the best in quality and real-time alerting with your Premium Support.

### Dedicated Security Services

Premium Support provides dedicated security services, regular touch points and expert recommendations to help you get the most from your Skybox Security solutions.

### Trusted Security Advisory Experts

Augment your team with go-to security resources who are experts on Skybox Security technology. And benefit from a team that understands both the daily challenges faced by your IT department and the complexity of the security landscape.

### Optimized Security Posture

Enable a key element in optimizing your security posture management plan: preventing potential problems before they occur and providing recommendations to improve overall effectiveness.

		STANDARD SUPPORT	PREMIUM SUPPORT
<b>Service Hours</b>		9 a.m. – 5 p.m. customer local time zone	24x7
<b>Initial Response</b>	<b>Severity 1</b>	4 business hours	2 hours
	<b>Severity 2</b>	8 business hours*	4 hours
	<b>Severity 3</b>	2 business days	1 business day
<b>Hot Fixes &amp; Upgrades</b>		✓	✓
<b>Access to Knowledge Base</b>		✓	✓
<b>Support Point of Contact</b>			✓
<b>Weekly Status Call</b>			✓

\*Business hours are defined as 9 a.m. – 5 p.m. at your locale, not including public holidays.

## ABOUT SKYBOX SECURITY

At Skybox, we remove complexities from cybersecurity management. By integrating data, delivering new insights and unifying processes, we help you control security without restricting business agility. Our comprehensive solution unites security perspectives into the big picture, minimizes risk and empowers security programs to move to the next level.