



Cyware Client Support

Overview

Cyware is committed to delivering enterprise-class service with a single objective in mind — Client Success. Our comprehensive support standards provide the right blend of interactive client support and emergency contact options to ensure the availability of the knowledge and resources your organization needs to get the most out of Cyware products.

This document will help you become acquainted with the support and services provided by Cyware.

Cyware's Service Levels Objectives

To meet the specific needs and budgets of each Client, Cyware offers a variety of Technical Support Plans (TSP), with all support queries being handled by trained and capable technical experts. We value the operational urgency of our Clients and provide them with a direct escalation path to our senior management team.

Cyware's Technical Support Plans are rooted in the company's capable vision of providing a 24x7 critical, responsive, and functional security ecosystem for real-time threat intelligence sharing and 360-degree threat management.

Available Technical Support Packages

Service	Service Standard	Premium
Number of Support Desk Accounts	Five	Ten
Business Hour Availability	8 am - 6 pm EST 8 am - 6 pm IST	24/7
After-Hours Availability for High Priority Issues	No	Yes (24x7x365)
Online Support Desk Portal	24x7 Access	24x7 Access
Service Pack Updates, Bug Fixes, New Application Builds/Versions, Backend Enhancements, Security Patches	Included in the Plan	Included in the Plan
Annual Web-based Training	No	Yes
Online Knowledge Base and Technical Support Documentation	Yes	Yes

Support Ticket Priorities and Definitions

Support Tickets received by the Cyware Support Team will be given a Priority based on the definitions provided below. The Priority will be the basis for assigning resources to the request.

Urgent	Critical Business Impact
High	Significant Business Impact
Normal	Limited Business Impact
Low	Minimal Business Impact

Priorities	Priorities Service Example
Urgent	An Urgent issue has a critical impact on the Software's functionality and usability, and has a direct critical impact on business operations. This Priority level is to be used if the production environment is down.
High	A High issue indicates a potentially significant business impact that has caused a partial failure or mild degradation of the Software's critical features in the production environment.
Normal	A Medium issue indicates a potentially limited business impact, and the cases where some of the features which are not critical to business operations are unavailable or partially functional.
Low	A Low issue indicates that Users can access almost all the resources, and there is minimal impact on standard business operations

Initial Response and Update Frequency

Priority is used to determine appropriate initial response times. Response time is defined as the time interval between the initial ticket submission by the Client and Cyware's first response. Cyware's support team will also update the Client regarding the status of the issue, according to the defined update frequency corresponding to the Support ticket priority.

The following ticket types are supported, with definitions and response times detailed as follows:

Technical Support Assistance

A Technical Support Assistance is a Support ticket that requires technical assistance for resolution.

New Use-case / New Playbook Assistance

A New Use-case / New Playbook Assistance is a Support ticket that requires technical assistance for creating new playbooks or implementing a new use-case.

New Feature Request

A New Feature Request is a ticket for a new feature in the product or to request enhancement in an existing feature of the product.

Statuses Post Ticket Creation

New

A new ticket has been submitted and is awaiting Support to review and respond.

Open

A bug or technical issue is being worked on by the Support team or has been escalated to the respective product and engineering teams.

Pending

Cyware Support needs further information from the customer to proceed in investigation and or troubleshooting. Cyware has resolved an issue and is awaiting Client confirmation of resolution.

Solved

The issue has been resolved.

Closed

The ticket is closed and cannot be reopened.

- Cyware reserves the right to change the ticket type of the ticket based on internal assessments of this criteria.
Cyware reserves the right to reprioritize tickets based on internal assessment of this criteria.
- For non cloud customers, support will only be provided when hardware recommendations are met. For patching and build upgrades, it is best practice to coordinate with the Cyware team to schedule a session to receive support.

BUGS, TECHNICAL ISSUES, & HOW TO

Priority	Initial Response	Update Frequency
Urgent - Critical Business Impact	< 2 hours	Every 4 business hours until the issue is resolved
High - Significant Business Impact	< 4 hours	Every business day until the issue is resolved
Normal - Limited Business Impact	< 8 hours	Every 3 business days until the issue is resolved
Low – Very Minimal Business Impact	< 24 hours	Once a week until the issue is resolved

Client Responsibilities

1. To access Cyware's Service Desk portal and submit support tickets, the submitter's email ID must be authorized in the portal. The Client must provide Cyware with the names and email addresses of resources who will be accessing Cyware's Service Desk Portal beforehand.
2. In the event of a discovery of an error or problem in Cyware's application, the Client should report the issue, along with a detailed description and all additional data required in the ticket submission form.
3. The Client should provide an appropriate Ticket Type and Priority Level for the support ticket, based on the business impact and availability of the application's features.
4. All issues must be reported by signing in to the Cyware's Client Support portal.

Cyware Responsibilities

1. Once the Client has raised a support ticket, Cyware will acknowledge the reported problem with an initial response, as described in Initial Response and Update Frequency.
2. Cyware will deploy commercially-reasonable efforts for resolving the issues.

Exclusions

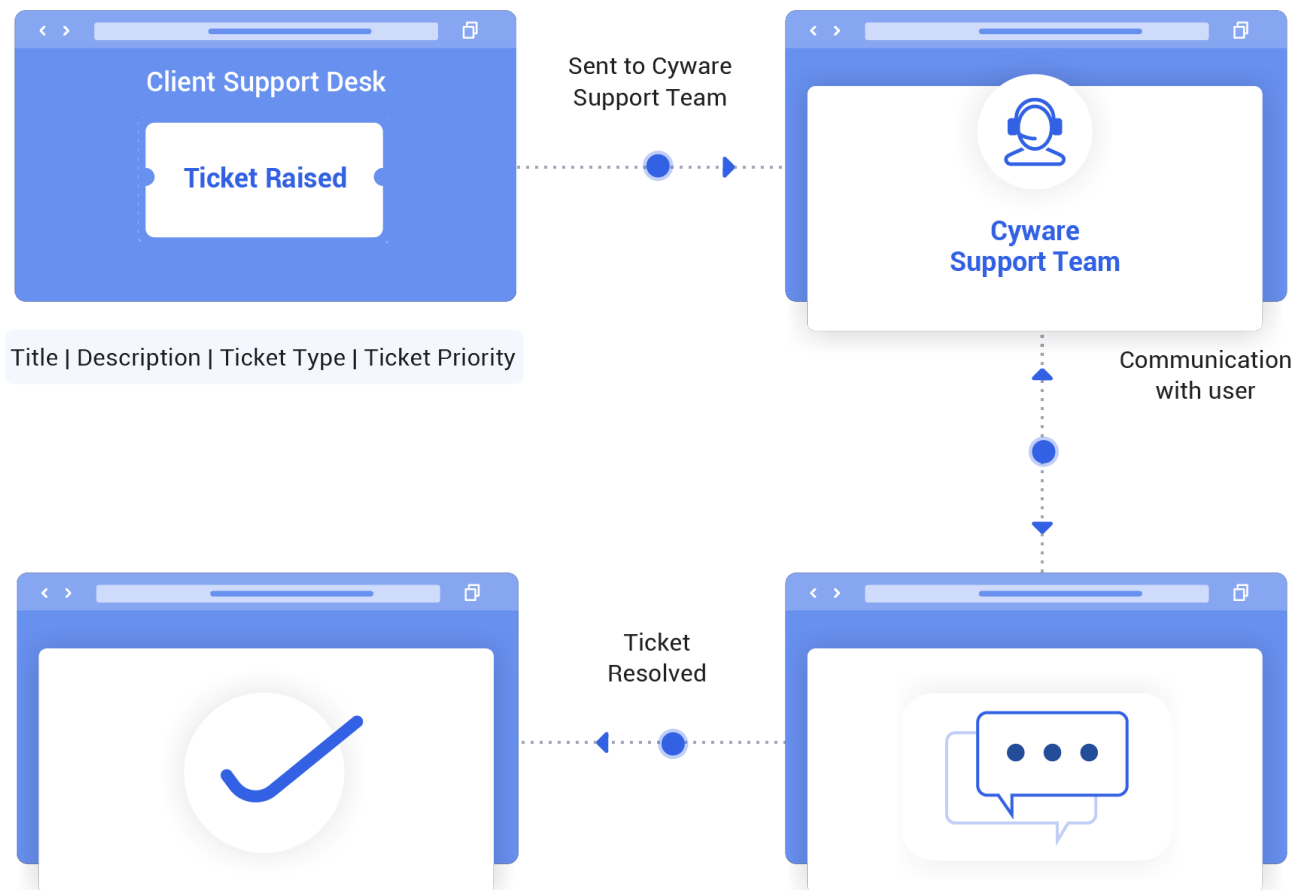
Cyware will not be responsible for providing Support Services for any downtime caused by:

1. Defects in the Client Network or any software or equipment not supplied by Cyware that is the principal cause of any Software failure.
2. Defects arising in connection with the use of the Software with any software or equipment not supplied or recommended by Cyware, which is the principal cause of any Software failure.
3. Defects resulting from the misuse, improper use, or abuse of the Software.
4. For Non cloud customers, any product issues leading due to hardware failure or OS failure will not be the responsibility of Cyware.

Submitting an Issue using Client Support Desk

Cyware's Client Support Desk offers assistance to Client queries, and focuses on making the issue-resolving process as painless as possible. Users can create support tickets for the issues they face by signing in to Cyware's Client Support Desk. Our support team concentrates on finding conclusive answers to Client problems so that the issues are properly addressed and remediated according to the set guidelines. All support tickets raised with Cyware Client Support Desk are addressed according to the Priority level assigned to the Ticket.

Client Support URL: <https://support.cyware.com>



Emergency Support Guidelines

Clients may face critical situations that require emergency assistance, as detailed in Urgent Priority tickets. In such cases, Clients can contact the Cyware team through the Customer Support Portal. Our emergency contact person will make all reasonable efforts to provide the right level of service or technical assistance required to resolve the issue.

Product Name:Urgent:Issue Description*

Example: CFTR:Urgent:Unable to Login to the application

***Note: The Urgent keyword must be written in the Subject line of the ticket.**

Maintenance and Product Releases

All Support packages include a maintenance plan that provides software upgrades, bug fixes, patches, error corrections, and enhancements that Cyware provides to Clients. The schedule of releases may change over time in response to Client input, market evolution, and development constraints.

Product Releases may include:

- Major releases containing functional enhancements, modifications, or extensions, according to the product's roadmap.
- Planned Maintenance releases are limited to error corrections and bug fixes.
- Critical Security Hotfixes or Workarounds may be provided on an as-needed basis when patches are released for critical vulnerabilities.



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