



Cyware

Client Support

Version 8.0

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 the emergency contact cornerstones. We ensure the availability of the knowledge and resources that your organization needs to get the most out of Cyware products.

This document will acquaint you with the support and services provided by Cyware.

Cyware’s Service Level Guarantee

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 technical experts. We value the operational urgency of our clients. Therefore, we provide them with a direct escalation path to our senior management team. Cyware’s Technical Support Plan is rooted in the company’s vision of providing a 24×7 of critical responsive and functional security ecosystem for real-time threat intelligence sharing and 360-degree threat management.

Technical Support Packages

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 (24×7×365)
Online Support Desk Portal	24×7 Access	24×7 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 Code based on the definitions provided below. The Priority Code will be the basis for assigning resources to the request.

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

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 Codes are used to determine appropriate initial response times. Response time is defined as the time interval between the initial ticket submitted 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 applicable response times detailed below.

Technical Support Assistance

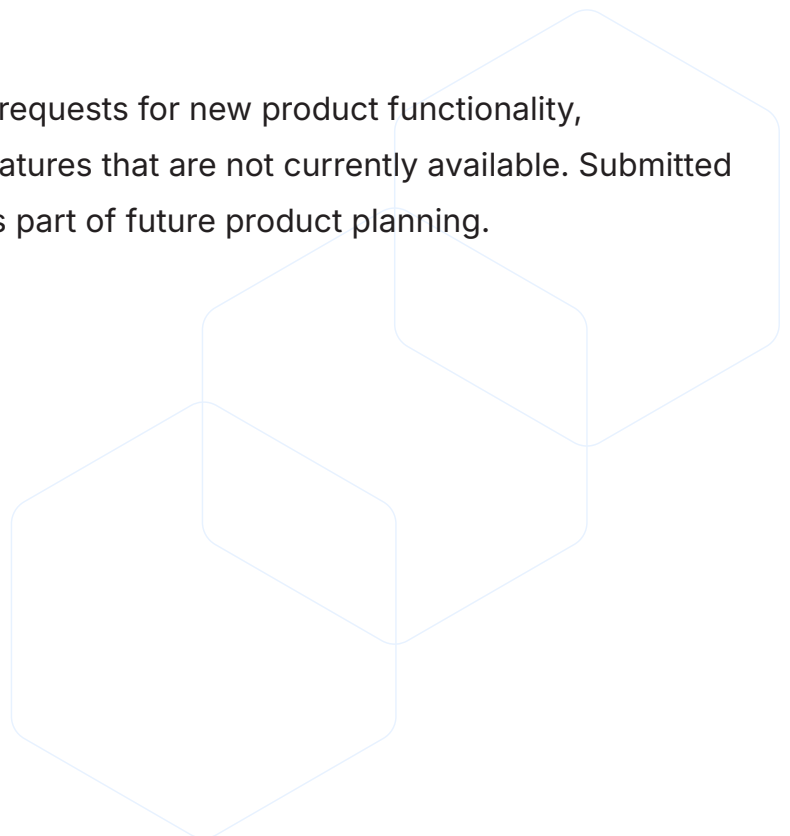
This category includes support requests related to technical issues within the software that require investigation, troubleshooting, or assistance to resolve unexpected behavior or operational problems.

New Use-Case / New Playbook Assistance

This category includes how-to and implementation-related requests raised to understand or utilize product features and functionalities. It covers guidance on configuring workflows, automation logic, software screens, and integrations to support new use-cases or playbooks using existing product capabilities.

Submit a Feature Request

This category is used to submit ideas or requests for new product functionality, enhancements, or changes to existing features that are not currently available. Submitted requests are reviewed and considered as part of future product planning.



Technical Support Assistance

Technical Support Assistance		
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 or a fix status (development, release, or upgrade) is communicated.
Normal - Limited Business Impact	< 8 hours	Every 3 business days until the issue is resolved or a fix status (development, release, or upgrade) is communicated
Low – Very Minimal Business Impact	< 24 hours	Once a Week until the issue is resolved or a fix status (development, release, or upgrade) is communicated.

Statuses Post Ticket Creation

New

The ticket has been submitted successfully and is awaiting initial review and response from the Support team.

Open

The ticket is actively being worked on by the Support team, either through direct troubleshooting or by collaborating with relevant cross-functional teams to achieve a resolution.

Pending

The ticket is awaiting additional information or confirmation. This status is used when Support requires further details from the customer or when a resolution has been provided and customer validation is pending.

On-Hold

The ticket is temporarily paused due to one or more of the following reasons: a fix is under development by engineering, a fix has been identified but is pending release, a fix has been released and is awaiting customer upgrade, the hold has been requested by the customer, or the ticket is on hold due to planned activities or coordination with other teams such as Customer Success.

Solved

The reported issue has been resolved and a solution has been provided.

Closed

The ticket has been formally closed and cannot be reopened.

Client Responsibilities

To access Cyware's Service Desk portal and submit support tickets, the submitter's email ID must be authorized in the portal. Thus, the client must provide Cyware with the names and email addresses of resources who will be accessing Cyware's Service Desk Portal beforehand.

1. 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.
2. 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.
3. All issues must be reported by signing in to the Cyware's Client Support portal.

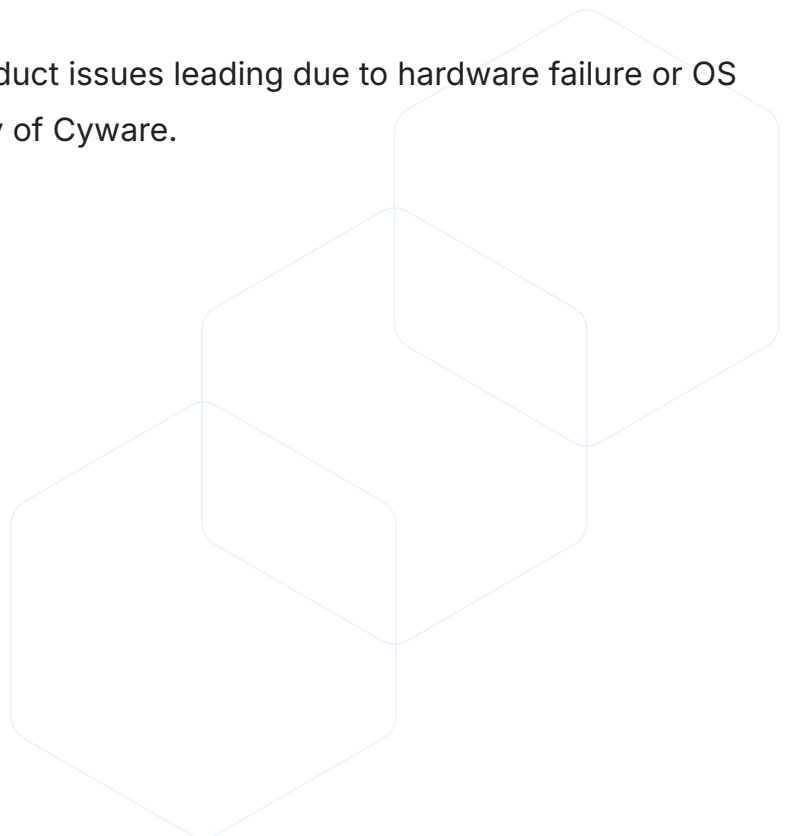
Cyware Responsibilities

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. 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:

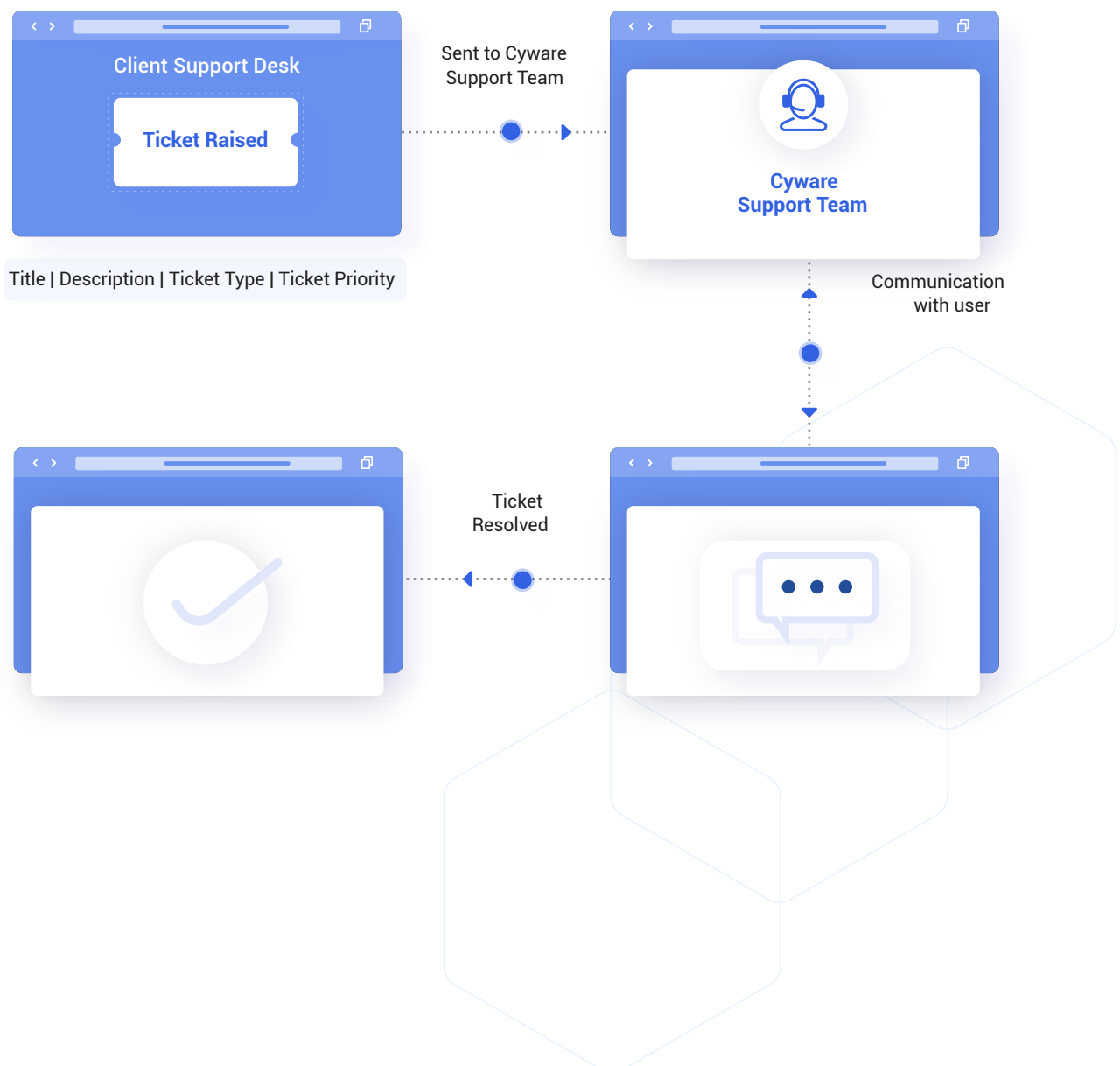
1. Modifications to the Software made by the Client or a third party on behalf of the Client.
2. Defects in the Client Network or any software or equipment not supplied by Cyware that is the principal cause of any Software failure.
3. Defects arising in connection with the use of the Software with any software or equipment not supplied or recommended by Cyware, which is the principal cause of any Software failure.
4. Defects resulting from the misuse, improper use, or abuse of the Software.
5. 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 immediate 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, and ensures 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 Desk <https://support.cyware.com/hc/en-us>



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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