

NopSec Technical Support

NopSec offers support options designed to deliver both maximum solution value and timely issue resolution. NopSec's Support Offerings are backed by a highly skilled support team with comprehensive knowledge and hands-on experience on Unified VRM. NopSec offers personalized support to ensure that you have the technical resources needed to protect your organization at all times.

Your NopSec Technical Support Experience

NopSec Support begins after you complete your onboarding with your NopSec Implementation Team. Once onboarding is complete, you'll be transitioned to our Support Team and given details on how to leverage our product resources and support tools.

Our Support Levels

Professional Support

For any customer using our Professional platform package, this support level covers everything your team needs to be self-sufficient with your Unified VRM deployment, including:

- *Seamless releases and ongoing maintenance*
- *24 x 7 x 365 monitoring and support of platform availability*
- *Email access to NopSec Technical Support*
- *SLOs based on issue severity*
- *Access to NopSec's Unified VRM Knowledge Base and product documentation*

Enterprise Support

For any customer using our Enterprise platform package, this support level covers everything in Professional Support plus:

- *Expanded support hours*
- *The guidance of an assigned Customer Success Engineer*
- *Priority escalations*
- *Quarterly reviews of program goal achievement*

NopSec helps security professionals simplify their work, effectively manage and prioritize vulnerabilities, and make better informed decisions. NopSec's Unified VRM is an innovative threat and vulnerability management solution that addresses the need for better prioritization and remediation of security vulnerabilities in a single platform.

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Premium Support

For any customer using our Premium platform package, this support level covers everything in Enterprise Support plus:

- After-hours support for severity 1 issues
- Technical Review Meetings to help you optimize your usage
- Annual Reviews to ensure ongoing support of your strategic objectives
- Personalized enablement of new features and releases
- Participation in our beta program

Severity Levels

SEVERITY	SEVERITY DEFINITION	INITIAL RESPONSE TARGET	WORKAROUND TARGET	RESOLUTION TARGET
1	No access to the Software and it is not a scheduled outage.	Within 12 hours	24 hrs	48 hrs
2	Limited access to the Software and it is not a scheduled outage. Limited access includes the ability to access the Software, but unable to use the full tool and/or leverage report or data extracts.	Within 48 hours	120 hrs	The earlier of a maintenance release or a General Availability (GA) Release
3	Software is accessible, but requires a work around and/or bug fix to correct a major feature of the Software.	Within 3 business days	10 business days	The earlier of a maintenance release or a General Availability (GA) Release
4	Software is accessible, but minor functionality or functionality infrequently used is affected OR it is a Feature Request	Within 5 business days	N/A	As available

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Support Level Comparison

<i>Deliverable</i>	<i>Professional</i>	<i>Enterprise</i>	<i>Premium</i>
<i>Ongoing Maintenance & Updates</i>	✓	✓	✓
<i>99.9% Uptime - 24/7 Platform Availability</i>	✓	✓	✓
<i>Knowledgebase & Product Documentation</i>	✓	✓	✓
<i>Configuration Recommendations</i>	✓	✓	✓
<i>Common Issue Troubleshooting</i>	✓	✓	✓
<i>Email Support*</i>	9 a.m. to 5 p.m. Mon-Fri	7 a.m. to 7 p.m. Mon-Fri	7 a.m. to 7 p.m. Mon-Fri with Sev 1 after-hours support
<i>SLOs for Response Times</i>	✓	✓	✓
<i>Customer Success Engineer</i>		✓	✓
<i>Quarterly Business Reviews</i>		✓	✓
<i>Annual Roadmap Reviews</i>		✓	✓
<i>Best Practice Guidance & Enablement</i>		✓	✓
<i>Priority Escalations</i>		✓	✓
<i>Technical Review Meetings</i>			✓
<i>Annual Business Reviews</i>			✓
<i>Early Access to Beta Releases</i>			✓
<i>New Feature Demos & Guidance</i>			✓

*All times in U.S. Eastern Time

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