

THE NOPSEC SUPPORT PROGRAM

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.

	<i>Standard Technical Support</i> This support level is good for maintaining your Unified VRM deployment.	<i>Premium Technical Support</i> Premium service for maintaining your Unified VRM deployment.
Case Management: Personalized support via NopSec's Support portal.	✓	✓
Proactive notification of any platform outages through the notifications page	✓	✓
Proactive notification of any platform maintenance via email	✓	✓
Continuous platform support to resolve any product- or technology-related issues	✓	✓
Assigned access to Customer Success Manager	✓	✓
Direct access to Customer Success Engineer		✓
Standard Support Hours	Monday - Friday: 8AM - 5PM EST	24/7/365 via phone, email, or NopSec's Support Portal
Critical SLA response time	24 hrs	4 hrs
Medium SLA response time	3 days	24 hrs
Low SLA response time	5 days	3 days

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.

