

ALGOSEC SUPPORT PROGRAMS



At AlgoSec, our passion for customer satisfaction drives the company's corporate culture and core values.

AlgoSec offers a variety of support packages that meet the needs of any organization — from small businesses to large scale enterprises — while providing the most professional and highest level of technical support to our customers. Support is provided through centers located around the globe which serve our customers and partners in their local time zone.

Customer Type	Self Service	SMB		
			Preferred Enterprise	Premium Large Enterprise
Access to Knowledgebase and Documentation	✓	✓	✓	✓
New Upgrades, Patches and Hotfixes	✓	✓	✓	✓
Email Support		✓	✓	✓
Coverage During Local Business Hours (09:00 – 17:00)		✓	✓	✓
24x7 Coverage			✓	✓
Live Phone Support			✓	✓
Instant Online Chat			✓	✓
Priority Access to Support and R&D			✓	✓
6-Hour Response Time for Severity 1 Issues*			✓	✓
2-Hour Response Time for Severity 1 Issues*				✓
Designated Technical Support Engineer				✓
Staging Environment in the AlgoSec QA Lab				✓
Annual Onsite Maintenance Visit				✓
Quarterly Service Review				✓
10% Discount on Certification Training (unlimited No. of People)				✓

*For a complete description of services, [please refer to our portal](#) (requires login).