vehere

DATASHEET

Support Options

Optimising Your Investment

In the present business environment, protecting your organization's assets against onslaught from next-generation threats is mission critical. Equally important is the quality of technical support to effectively implement and use the technology.

SUPPORT PRINCIPLES

Vehere offers a responsive, high-quality services, achieving the highest level of customer satisfaction by:

- Providing timely and knowledgeable responses
- Helping protect the customer's investment
- Addressing evolving market demands for new features, products and services

Our Support programs are simple and flexible. Learn more about Hardware/ Software Support, Professional Services, or contact your Sales Representative or one of our authorized partners in your region.

Description	Standard Support		Extended Support		Premium Support	
	Appliance	Software	Appliance	Software	Appliance	Software
Technical Support	8x5 Telephonic + E-mail Support		12x5 Telephonic + E-mail Support		24x7 Telephonic + E-mail Support	
	24x7 Knowledge-base and content repository access					
Replacement	Next Business-Day Shipment[1]		Next Business-Day Shipment[1]		Next Business-Day Shipment[1]	
Updates/ Upgrades	Updates, Upgrades, Fixes and, Emergency break-fix					
Scalability	Modular architecture enables flexibility of implementation – segregate different software modules on one or more cluster of machines to scale in support of deployment imperatives from 10Gb/second full-duplex to 200Gb/second throughputs and storage expansions up to 5 Petabytes.					

INITIAL RESPONSE TIMES

Vehere will use commercially reasonable efforts to respond to requests for Support as detailed below:

Severity	Standard Support	Target Initial Responce Time
S1	▪ Product rendered unavailable or unresponsive, requires constant restarting, or results in irrevocable/irreparable corruption or loss of data ▪ Severe degradation in functionalities/perform ance rendering the solution non-usable.	1 Hour
S2	▪ A major component or application not functioning. ▪ Major service degradation resulting in data-loss. ▪ Major performance degradation resulting in user perceivable delays.	2 Hours
S3	▪ An application misbehaving. ▪ Minor performance issues.	4 Business Hours
S4	▪ General usage question ▪ Information requests ▪ Feature requests	8 Business Hours

End-User must assign a severity to all problems submitted to Vehere

Severity Level	Definition
S1	**Critical**: implies that the deployed system is either down or is in a critical state where there's severe impact to business operations rendering the system unusable
S2	**High**: implies that key aspects – functioning, performance, availability or, usability - of deployed solution is severely degraded or is repeatedly failing resulting in a serious negative impact to business operations to a point where the solution's performance may be termed unacceptable.
S3	**Medium**: implies one of performance, functionality, availability or, usability - of the deployed solution is impaired, although most business operations remain functional.
S4	**Low**: means information is required on Vehere product capabilities, installation, or configuration. There is little or no impact to End User's business operation.

If you do not believe that adequate progress is being made or that the quality of Vehere service is satisfactory, we encourage you to escalate the problem to the appropriate level of management by asking for the Support Head.

Escalation Matrix

Elpased Time	Severity 1	Severity 2	Severity 3	Severity 4
1 Hour	TAC Team Alert			
2 Hours	TAC Manager	TAC Team Alert		
4 Hours			TAC Manager	
8 Hours	VP, Delivery	TAC Manager		TAC Manager
12 Hours	VP, Delivery. 2nd Alert			
24 Hours	EVP, Engineering	VP, Delivery		
48 Hours	CEO	EVP, Engineering		
72 Hours			VP, Delivery	
96 Hours		CEO	EVP, Engineering	VP, Delivery

Support Levels

Support Level	Function	Responsibilities
Level 0	Self-help and user-retrieved information	User retrieves support information from web/knowledge-base, FAQ's, detailed product and technical information, blog-posts manuals and, e-mail communication.
Level 1	Basis helpdesk resolution and service desk	Support for issues such as solving usage problems and fulfilling service desk requests that need assisting client with resolution of (mostly) known issues. Identifying severity and escalating to higher tier for issues to which no solution is available.
Level 2	In-depth technical support	Assess issues and provide resolutions for problems that are generally beyond the scope of Level 1. These may include workarounds, break fixes by modifying system configuration/ parameters to suit site-specific deployment needs. Interfacing with higher tier to escalate incident and ensure response/resolution in-line with committed SLA.
Level 3	Expert product and service support	Highest technical tier for problem resolution and for discussion of use-cases for new features. Attempts to duplicate problems and define root-cause, identifies workaround and resolution and ensures speedier resolution for critical issues.

Value Added Services

Incident Response Services[2]

Affirmation – Confirm an incident/suspicion
Assistance – Operational assistance while your key analysts focus on strategic response imperatives
Response – Provide Incident Response execution assistance

Vehere Incident Response services helps you prepare for, respond to and recover from even the most complex and large-scale security incidents.

Before - We show you how to build a response plan and how to gain unmatched visibility before an incident occurs.

During -We provide rapid containment and eradication of threats leveraging supervised machine learning and human intelligence during an incident.

After - Our elite team of consultants will analyze and guide you through the aftermath, and how to avoid an incident in the future.

Professional Services

Vehere Professional Services provides on-location, hands-on experts (Vehere staff or authorized partners) that plan, design, and deploy effective security solutions tailored to your specific requirements. Highly trained and experienced professionals can help you assess your security environment, identify vulnerabilities, and recommend a comprehensive solution.

Implementation

When a deployment is executed well, right from the beginning, it establishes a strong foundation for continuous improvement, innovation, and ROI. Our deployment experts help you set the stage for success with expert deployment, customization, and integration. We work together with your team to configure and integrate the platform seamlessly with your most important applications to maximize value. We can provide fully customized implementation to suit the needs of your business.

Consulting

Vehere Consulting Services use skilled solution architects, innovative tools, automated analysis to give rapid insight into the root causes of unnecessary complexity. We seek better answers than traditional service models, and our strategy is to help quickly identify high-impact, short-duration projects that deliver return on investment (ROI) and free up resources. The results are practical, action-oriented plans with specific, predictable, measurable outcomes. Our consulting services can help build a more efficient enterprise.

Onsite Support[3]

Vehere onsite support program provides customers with another level of reliability that complements the active/passive high availability and next-day hardware replacement.

Engineering Services[4]

Customized product to suit customer deployment

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1 Next Business Day shipment is available for most locations worldwide. However, please check with your Vehere representative for clarity.
2 Services for a single incident and are chargeable.
3 Payable extra.
4 Subject to Business Case approval and are chargeable. Vehere reserves the right of IPR ownership.
5 Accessories are priced extra Where does this appear in the main body?

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ABOUT VEHERE

Vehere delivers instant actionable intelligence by applying real-time analytics and advanced AI/ML to network telemetry data, that help secure national interests and critical business assets

Support Email ID - support@vehere.com, **Toll Free (India):** 1800-202-4373

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