



Safetica Customer Support SLA

01. 06. 2024

Support SLA Overview

	Standard Support	Silver Support	Gold Support
	Basic support included in all Safetica licenses	Reactive direct support from the vendor	Premium proactive support from the vendor
Knowledge Base	✓	✓	✓
Customer Portal	x	✓	✓
E-learning access	x Can be purchased separately	✓ up to 2 accounts	✓ up to 10 accounts
Direct customer support	Via distributor/partner	✓	✓
Support via telephone	Via distributor/partner. Directly not guaranteed.	✓ Within business hours	✓ Within business hours
Support via e-mail	Via distributor/partner. Directly not guaranteed.	✓ Within 8 business hours	✓ Within 4 business hours
Support via remote access	Via distributor/partner. Directly not guaranteed.	✓ Within 5 business days	✓ Within 8 business hours
Customer training by the vendor	x	✓	✓
Dedicated contact person	x	x	✓
Higher priority for bug fixes	x	x	✓
Regular prophylaxis of customer environment	x	x	✓

Business Hours

- Monday – Friday, 8:00 – 22:00 Central European Time (CET/CEST)
- Monday – Friday, 2:00 – 16:00 Eastern Time Zone (EDT/EST)

During Czech public holidays*, Safetica support is limited and provided only by email for critical cases.



**January 1st, May 1st and 8th, July 5th and 6th, September 28th, October 28th, November 17th, December 24th, 25th and 26th, and Good Friday and Easter Monday.*

Additional conditions

Training of customer by the vendor is done remotely (via remote access and telephone) for up to two customer's administrators. This training takes approximately two hours.

In order to provide and guarantee the best possible service, the Gold Support is available only to customers who completed or ordered the [Implementation Professional Service](#)

Regular prophylaxis of customers' environment is a regular activity every 3 months from the validity of the Safetica license. Part of this service is the analysis and evaluation of current settings of Safetica solution in customer's environment, designing adjustments of configuration to provide the highest possible value and satisfaction to the customer in the context of customers' requirements and product capabilities.

Pricing

For information about pricing, please contact your local partner, or contact us directly.

