

safetica



Safetica Support SLA

Support SLA Overview

Business hours: Monday–Friday, 06:00–22:00 UTC. Tickets are measured against the business hours of the region in which they were raised.

Standard Plus is delivered directly by Safetica rather than through a partner, for customers who purchase their Safetica license directly.

Feature Matrix

Category	Feature	Standard (indirect customers)	Standard Plus (direct customers)	Silver	Gold
Self-service & enablement	Knowledge Base Access to advanced material in the Knowledge Base	✓	✓	✓	✓
	Safetica training Live training on how to use Safetica	–	–	✓	✓
	Safetica eLearning Access to advanced training materials	–	–	✓	✓
Support channels	Phone support Telephone support during business hours	Distributor + Reseller	Safetica (business hours)	Safetica (business hours)	Safetica (business hours)
	Email support Ticket-based support by email / portal	Distributor + Reseller	Safetica (Standard targets)	Safetica (Silver targets)	Safetica (Gold targets)
	Direct support Direct access to Safetica's support team	–	✓	✓	✓
Customer success	Dedicated contact Named Customer Success Manager	–	–	Named CSM	Named CSM
	Health checks Environment review and update guidance	–	–	–	Regular (CSM-led)
	Proactive care Proactive monitoring and environment reviews, as well as improvement initiatives	–	–	–	Safetica direct
Support delivery	Level 1 support System analysis, log collection	Distributor + Reseller **	Safetica direct	Safetica direct *	Safetica direct *
	Level 2 support Advanced system analysis, database cases	–	✓	✓	✓
Incident response	Priorities P1–P4 Response and remote-session targets by priority — see Response & Resolution Targets below				

✓ = included – = not included Text = who delivers it

* For indirect customers, the involved partner participates in support delivery.

** Level 1 support is led by the Safetica partner.

Response & Resolution Targets

All targets are measured within the coverage window of the region where the ticket was raised.

Priority	Target	Standard	Standard Plus	Silver	Gold
P1 – Critical System down, security breach, complete loss of DLP function	First response	8h	8h	6h	4h
	Remote session provided within	2 business days	2 business days	1 business day	1 business day
P2 – High Major function impaired, significant productivity impact	First response	1 business day	1 business day	8h	6h
	Remote session provided within	4 business days	4 business days	2 business days	1 business day
P3 – Standard Partial issue, feature not working as expected	First response	3 business days	2 business days	2 business days	8h
	Remote session provided within	Not guaranteed	On request	On request	On request
P4 – Low Question or request: how-to, configuration question, change request	First response	4 business days	3 business days	2 business days	1 business day
	Remote session provided within	Not guaranteed	Not guaranteed	Not guaranteed	On request

Coverage hours — P1 & P2: business hours in all tiers. P3 & P4: business hours of the customer's region.

Coverage hours exclude Czech and Colombian public holidays, when support may be limited. Holidays include: January 1, January 12, March 23, April 2, April 3, April 6, May 1, May 8, May 18, June 4, June 8, June 15, June 29, July 6, July 20, August 7, August 17, September 28, October 12, October 28, November 2, November 16, November 17, December 8, December 24-25.

Pricing

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