Global Support

– here for you wherever you are

Providing Security Operations solutions, including SIEM, SOAR, and UEBA, improving your organization's security and creating business value are our priorities. That is why providing high-level support to our customers is as important as deploying the solution.

Our Global Support ensures fast responses and outstanding quality of technical support to help you solve any challenges.

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What is included in our support services

- **Logpoint Support Portal**
  Our Support Portal is the point of contact for any queries or issues that you
  have about Logpoint and the various products and services we offer.

- **Access our Documentation Portal**
  Access user and administration guides, and product documentation for Logpoint
  solutions to help you manage, strengthen and secure your Logpoint system.

- **Find resources in our Help Center**
  Visit our Help Center to find performance optimization guides and how-to articles for learning to
  use different features and solve known issues. Stay up to date with recent, free software updates.

- **Connect with our Community**
  Join our open Community to connect with other Logpoint customers and in-house
  Logpoint experts to ask any questions and discuss products, services, tips and tricks.

The average cost of IT downtime costs businesses $300,000 per hour

And more than 85% of businesses experience unplanned downtime incidents bimonthly or more regularly. Business disruption and data recovery issues during downtime cause a loss in revenue, productivity, and the organization's reputation.

Worried about the impact that unplanned downtime can have on your business? Not on our watch. We commit to tackling your urgent issues and escalations as fast as possible.

Gartner: The Cost of Downtime; IBM: Forrester Opportunity Snapshot

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76% of cyberattacks occur over the weekends and outside of working hours when you least expect it

Cut all potential threats and escalations to the minimum with a 24/7 swift response. Achieve confidence in dealing with crucial threats by having our support by your side.

FireEye: Ransomware Trend Intelligence

Upgrade your support plan to get full peace of mind

Our Extended and Premium Support packages guarantee availability on priority issues round-the-clock (24/7), 365 days a year.

Our Premium Support comes with a resolution target, assuring commitment and appropriate resource allocation for working on the problem until it is resolved, or a suitable workaround is provided.

Furthermore, the Logpoint Technical Account Manager service provides dedicated contacts in the support team for system escalations and ad-hoc consultations. We focus on the technical success of your Logpoint solution through best practices in configuration and system performance. Decrease support time, optimize your Logpoint system, and reduce security risk.

Want to learn security management best practices and get the most out of your cybersecurity solution? Our Extended and Premium packages come with training vouchers that can be used for any paid Logpoint training. Whether you are a security analyst, administrator, user, or an MSSP, our training courses give you a deep insight into Logpoint, tailored to your organization and role. We currently offer the following training courses:

Certified Logpoint Administrator

Certified Logpoint User

Certified Logpoint Director

Advanced Admin

Advanced User

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Choose the level of support that best fits your needs

	Standard Support	Extended Support	Premium Support
Support via web portal and email	•	•	•
Phone escalation	•	•	•
Access to Help Center, incl. free software updates	•	•	•
Access to Knowledge Resources	•	•	•
Ad hoc product guidance and knowledge transfer	•	•	•
Training vouchers		2 vouchers	6 vouchers
First response SLA	Urgent 4 business hours High 8 business hours Normal 16 business hours Low 24 business hours	Urgent 2 **calendar hours** High 4 business hours Normal 16 business hours Low 24 business hours	Urgent 1 **calendar hour** High 2 **calendar hours** Normal 8 business hours Low 24 business hours
Follow-up response SLA	Urgent During business hours High During business hours Normal N/A Low N/A	Urgent 8 **calendar hours** High 2 business days Normal 5 business days Low N/A	Urgent 1 **calendar hour** High 1 **calendar day** Normal 3 business days Low N/A

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	Standard Support	Extended Support	Premium Support
Resolution target during business hours		•	•
Resolution target during calendar hours			•
Technical Account Manager, incl. a dedicated support team contact			•
Monthly reports on account technical status			•
Regular health checks and performance tuning advisory			•
System consultations			•
Service hours	Business hours (9-5) in your time zone	24/7, urgent matters only	24/7, urgent and high priority matters
Pricing	Included in your license cost	Starting at EUR 475 /month	Starting at EUR 1,417 /month

For more information, contact LogPoint:
https://www.logpoint.com/en/contact/

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