

// LOGPOINT

LOGPOINT SUPPORT: A TEAM OF EXPERTS, WHEREVER YOU ARE

Our priorities aren't limited to helping you strengthen your organization's security and creating business value by offering security operations solutions. Providing high-level support to assist you in reaching these goals is equally important. Logpoint Support ensures fast response and outstanding quality of technical support to solve any challenges you might face using Converged SIEM.



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.



Find resources in our Service Desk

In our Service Desk, you can 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.



Discover our Documentation Portal

Get access to user and administration guides and product documentation for Logpoint solutions to help you manage, strengthen, and secure your Logpoint system.



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



76% OF CYBERATTACKS OCCUR OVER THE WEEKENDS AND OUTSIDE OF WORKING HOURS WHEN YOU LEAST EXPECT IT



Upgrade your support plan to get full peace of mind

Our Extended Support package guarantees availability on priority issues round-the-clock (24/7), 365 days a year. Our Extended Support comes with a resolution target, assuring commitment and appropriate resource allocation for working on the critical problem until it is resolved, or a suitable workaround is provided.



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.

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

SUPPORT OPTIONS



	Standard Support 	Extended Support 
➤ Support via web portal and email	✓	✓
➤ Phone escalation	During business hours	24x7
➤ Access to Help Center, incl. free software updates	✓	✓
➤ Access to Knowledge Resources	✓	✓
➤ Ad hoc product guidance and knowledge transfer	✓	✓
➤ Support Out of business hours	✗	✓
➤ 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
➤ 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
➤ Resolution targets	Best effort – business hours	Urgent 24/7 – until mitigated High Best effort – business hours Normal Best effort – business hours Low Best effort – business hours
➤ Pricing	Included in your license	Starting at EUR 6250/year

For more information, contact Logpoint: <https://www.logpoint.com/en/contact/>