XTM Suite Support & Services offers

Filigran's Support & Services provides organizations with professional assistance along their deployment, maintenance and usage of the platform. It ensures them guaranteed response time and prioritization of their requests and questions.

STANDARD SUPPORT & SERVICES

- Ticketing system
- 8/5 support coverage
- Security notifications
- Hot fixes and bug escalation
- Unlimited support portal access
- Unlimited questions and issues
- Assigned Customer Success Manager and access to subject matter experts[1]
- 2 health checks/year (for on-prem deployment only)
- Privileged access to the Filigran Academy[2]

PREMIUM SUPPORT & SERVICES

- Ticketing system
- 24/7 support coverage
- Security notifications
- Hot fixes and bug escalation
- Unlimited support portal access
- Unlimited questions and issues
- Assigned Customer Success Manager and access to subject matter experts[1]
- 4 health checks/year (for on-prem deployment only)
- Privileged access to the Filigran Academy[2]
- Private Slack channel

SEVERITY LEVEL	STANDARD RESPONSE TIME	PREMIUM RESPONSE TIME
Severity-4: low issue	24 hours	12 hours
Severity-3: medium issue	24 hours	12 hours
Severity-2: major issue	4 hours	2 hours
Severity-1: critical issue	4 hours	2 hours

WHAT IS A HEALTH CHECK?

Filigran has developed private tools to collect and analyze platform configurations, metrics and high level KPIs (not the data). After launching this tool, the engineering team is able to provide guidance to administrators in order to enhance stability, configuration and performances.

SUPPORT EMAIL ADDRESS AND PORTAL

support-opencti-standard@filigran.atlassian.net
support-openbas-standard@filigran.atlassian.net
https://support.filigran.io

[1] Customers have access to a pool of up to 2 hours per month of Customer Success services, and 1 hour per month of expert technical support. These hours can be consumed as needed throughout the month. This limit does not apply during the onboarding phase or in exceptional cases such as critical issues affecting Filigran products.

[2] Privileged access to the Filigran Academy provides entry to a selection of courses designed to support onboarding. This access is limited and does not replace a full subscription, which grants access to the Academy's complete range of content.

ABOUT FILIGRAN

Filigran is a cybertech founded in 2022, providing open source cybersecurity solutions covering threat intelligence management, breach and attack simulation, and cyber risk management.

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