

Support Packages

Hypori offers flexible support packages designed to align with your organization's size, mission requirements, and complexity.

From essential coverage to fully dedicated resources, our support tiers ensure you have the right level of assistance to stay productive and secure—whether you're deploying in a commercial setting or operating in a high-security environment.

Standard Support

Included with every license and provides reliable access to our support team during business hours, ideal for smaller deployments or organizations with basic needs. Customers can open tickets via our web portal or email and receive regular communications through a monthly newsletter.

Enterprise Support

Designed for growing or mid-size organizations that need extended support hours and a higher level of engagement. It includes weekend availability, pooled access to a Technical Account Manager (TAM), and scheduled business reviews.

Enterprise+ Support

Our most comprehensive offering, built for large-scale or mission-critical deployments that demand 24/7 support and dedicated resources. This tier includes a named TAM, assigned support engineers, and an engagement manager to proactively manage your success.

At Hypori, we understand that support isn't one-size-fits-all. Our packages are designed to scale with you—ensuring you get the right expertise, responsiveness, and strategic guidance to meet your mission.

Support Offering Comparison

Feature	Standard Support	Enterprise Support	Enterprise+ Support
Support Services Availability	Mon–Fri 7am–7pm CST; excl. weekends and US Federal Holidays	Mon–Fri 7am–7pm CST; Sat–Sun 7am–3pm CST; excl. US Federal Holidays	24 x 7 excluding US Federal Holidays
Base Package for	Commercial < 501 users, CMMC < 201, FedRAMP High < 201	Commercial > 501 users, CMMC > 201, FedRAMP High > 201, opt-in	IL5, Private-on-Cloud, or Private-on-Prem
Customer Assigned Resource	Open tickets via web portal/email	Pooled TAM and Support, reach back to Product & Engineering	Named TAM, Support Engineers, Engagement Manager
CS Engagement	Monthly newsletter	Tailored newsletter, Yearly Business Review, and Yearly Health Check.	Business hour TAM support, Quarterly Business Review, Yearly Health Check
SLA Model – Sev 1	2 hours (Business)	1 hour (Business)	30 minutes
SLA Model – Sev 2	6 hours (Business)	3 hours (Business)	2 hours
SLA Model – Sev 3	3 Days (Business)	2 Days (Business)	1 Day (Business)
SLA Model – Sev 4	4 Days (Business)	3 Days (Business)	2 Days (Business)
Severity Definition – Sev 1	Critical outage or system failure; immediate attention	Critical outage or system failure; immediate attention	Critical outage or system failure; immediate attention
Severity Definition – Sev 2	High impact on operation; urgent resolution	High impact on operation; urgent resolution	High impact on operation; urgent resolution
Severity Definition – Sev 3	Moderate issue; some impact, workaround available	Moderate issue; some impact, workaround available	Moderate issue; some impact, workaround available
Severity Definition – Sev 4	Minor issue; minimal impact, can be scheduled	Minor issue; minimal impact, can be scheduled	Minor issue; minimal impact, can be scheduled