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Algosec support programs

At AlgoSec, our passion for customer satisfaction drives the company's corporate culture and core values.

AlgoSec offers a variety of support packages that meet the needs of any organization — from small businesses to large scale enterprises — while providing the most professional and highest level of technical support to our customers. Support is provided through centers located around the globe which serve our customers and partners in their local time zone.

			PREFERRED	PREMIUM
Customer Type	**Self service**	**SMB**	**Enterprise**	**Large Enterprise**
Access to Knowledgebase and Documentation	✓	✓	✓	✓
AlgoSec Community	✓	✓	✓	✓
New Upgrades Patches and Hotfixes	✓	✓	✓	✓
Online Support Cases System		✓	✓	✓
Coverage During Local Business Hours (9:00-17:00)		✓	✓	✓
24 x 7 Coverage			✓	✓
Instant Online Chat			✓	✓
6-Hour Response Time for Severity 1 Issues*			✓	✓
2-Hour Response Time for Severity 1 Issues*				✓
Designated Support Engineer				✓
Priority Access to Support and R&D				✓
Annual On-Site Preventive Maintenance Visit				✓
Quarterly Service Review				✓
10% Discount on Certification Training (Unlimited Seats)				✓

*For a complete description of services, **please refer to our portal** (requires login).

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Algosec designated support engineer

Ensure the smoothest operations with designated, priority service and a single point of contact.

AlgoSec Designated Support Engineer service provides a designated technical resource responsible for ongoing activity related to AlgoSec's solution.

Dedicated to your IT and Security environment, the Designated Support Engineer becomes the expert of your unique processes and requirements, as well your network's specific configurations and challenges – delivering smoother operation in a short time. As a result, they are familiar with your environment, internal processes, and staff. Your Designated Support Engineer has full visibility and management over your entire case history and will be your liaison with and provide direct access to the AlgoSec R&D team.

These engineers are seasoned professionals who have extensive experience with AlgoSec's products. Your Designated Support Engineer acts as your single point of contact and customer advocate within AlgoSec and is focused on building and maintaining a deep understanding of your business and technical requirements.

Key Benefits

- 24/7 telephone, email and chat support
- Priority access to support and R&D
- Single point of contact
- Quicker and more efficient case resolutions
- Holistic view of your entire case history

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