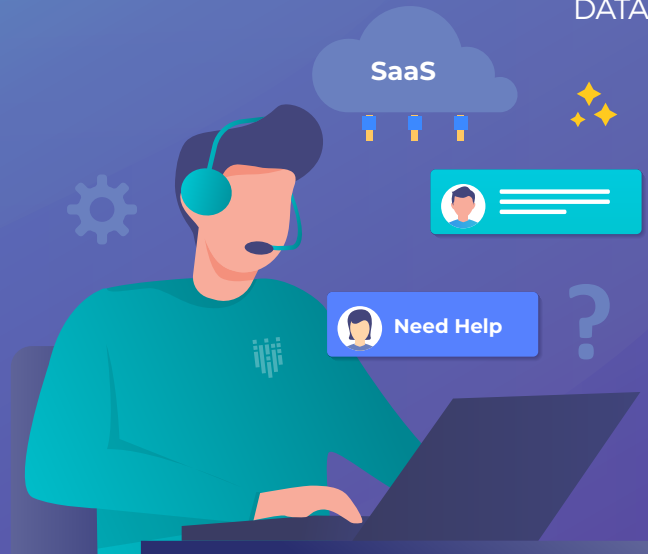


# TECHNICAL SUPPORT PROGRAM FOR SAAS

A proactive approach to data security



## HOW DOES FORTANIX TECHNICAL SUPPORT FOR SAAS WORK

### 24x7 Support

Fortanix Technical Support is included in SaaS Subscription licenses for Fortanix SaaS offerings like Data Security Manager SaaS. Fortanix support is designed for enterprises that operate Fortanix products in a mission-critical 24x7 environment and cannot afford to take any downtime. For high severity issues, support services are available **24 hours a day, 7 days a week.**

### Support program for SaaS includes:



#### 24X7 TELEPHONE, EMAIL, AND WEB SUPPORT:

Fortanix support engineers will answer technical questions and assist with data security operations 24 hours a day.



#### ACCESS TO EXPERTS THROUGH OUR SLACK COMMUNITY.



#### PRIORITY CALL-HANDLING:

Customer calls are given priority status and handled by the next available support engineer.



#### FORTANIX SUPPORT WEB PORTAL:

It offers extensive product documentation, access to knowledge base and other helpful information.

- Customers may create cases at any time by entering a case on the support website at <https://support.fortanix.com>
- You can create a support account by self-registering at <https://support.fortanix.com>
- In case of issues with account creation please email us at [support@fortanix.com](mailto:support@fortanix.com). If you require emergency assistance, please contact us by using our local in-country numbers.

*Here's a Step-by-step guide to portal signing process.*

*The Fortanix Support Program allows organizations to achieve their data security goals more quickly and helps create a proactive cybersecurity strategy, enabling organizations to tap into the expertise of Fortanix support engineers and development teams.*

## Definition of Severity Levels and Targeted Initial Response

Severity levels	Description	Response Time
<b>Priority 1</b>	Fatal: Critical production down issue affecting all users, including system unavailability or data integrity issue with no workaround available.	30 min (24x7)
<b>Priority 2</b>	Severe Impact: Major production system functionality impacted or significant performance degradation. Problem is persistent and impacts many users and no reasonable workaround is available.	2 Hours (24X7)
<b>Priority 3</b>	Degraded Operations: Service is operational but partially degraded and an acceptable workaround exists. Performance issue or functionality bug impacting some but not all users	8 Hours (business hours)
<b>Priority 4</b>	Minimal Impact: Minor problem not impacting service functionality, enhancement request, or documentation request	2 business days

## Fortanix Support Portal

[CLICK HERE TO VISIT](#)

