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](https://support.fortanix.com)
- You can create a support account by self-registering at [https://support.fortanix.com](https://support.fortanix.com)
- In case of issues with account creation please email us at 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

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