

Vectra Technical Support

Overview



With Vectra® Technical Support, you can contact our dedicated team of analysts and engineers 24 hours a day, seven days a week, for all your support needs.

The global Vectra Technical Support organization offers customer-centric services backed-up by unmatched technical expertise and engineering agility. Members of our support team work continuously on their already-expansive knowledge of the Cognito® Network Detection and Response (NDR) platform and its operational use in customer deployments.

Software support

Vectra provides software updates for all customers and channel partners with every valid Cognito platform subscription. Software updates cover:

- Performance improvements
- New features and capabilities
- Bug fixes
- Security patches
- Third-party integrations

Vectra Technical Support



Technical support is available with a four-hour response time during local business hours, excluding holidays. Support for business-critical issues is available 24 hours a day, seven days a week.



Support and additional engineering resources are available upon request.



Emergency technical support escalation is available for critical situations that require immediate attention.

Vectra Technical Support is delivered by a team of experienced analysts in the Asia-Pacific region, Europe and North America.

Hardware support

Vectra appliances and sensors are exceedingly reliable with extremely low failure rates. Most technical issues are resolved without hardware replacement. In the unlikely event of hardware replacement, Vectra will issue a returned materials authorization (RMA) and support ticket through the channel that is most appropriate for the customer.

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Replacement hardware delivery service levels:

- Next-business-day delivery in all 50 states of the United States.
- Two-business-day delivery in the United Kingdom and in the European Economic Area.
- Three-business-day delivery for the remainder of the Americas*.
- Delivery to other countries occurs within five business days*.

Proactive health monitoring and remote access

Vectra proactively monitors cloud-connected Cognito platform instances for critical health issues. Cloud alerts that exceed monitoring thresholds trigger a support investigation. If action is required, a support ticket is created to quickly work through the issue in partnership with the customer.

Vectra Technical Support includes an option to allow VPN remote access to your Cognito platform instance during calls with a Vectra analyst or engineer. We also offer remote support using screen-sharing sessions. It's like having a Vectra support engineer at your physical location without the delays of scheduling an onsite visit.

*Shipping estimates do not include customs clearance and administration times. Specific customs clearance and administration estimates are available for specific destinations upon request.

User community

Every Vectra Technical Support customer is eligible for membership in Hunt Club, our security practitioner user community. This gives customers access to Vectra support and product development teams – to generate and share knowledgebase articles as well as best practices with other Vectra customers. You'll also receive invitations to participate in our Hunt Club security practitioner events.

Award-winning 24x7 customer service

SC Awards Europe 2020 recognized Vectra as the winner for providing the Best Customer Service. “High praise from customers says it all,” the panel of SC Awards judges said. “Great customer resources and information.”



The judges also noted that technical guidance “is embedded directly in the UI, and some are in the company’s online help center and knowledge base. These include deployment guides, troubleshooting guides, guide to threat detection behaviors, overview hints and tips, and video introductions.”

The performance of Vectra support analysts and engineers is measured only by customer satisfaction ratings. As a result, Vectra has achieved 100 percent positive customer satisfaction responses and replies to every initial support inquiry within one hour. This drives Vectra support engineers to ensure that customers have everything they need to be successful.

For more information about Vectra Technical Support, please contact a service representative at support@vectra.ai or visit our website at vectra.ai/support.

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