

Vectra AI Technical Support

Outstanding customer support with best-in-class technical ability

Vectra AI's Technical Support organization offers its customers a combination of outstanding customer support and best-in-class technical ability and engineering agility. Customer experience is valued throughout Vectra, and we endeavour to continuously improve our support organization to ensure the best possible outcomes for our customers.

Vectra AI Technical Support engineers are technical experts who continuously strive to expand their understanding of the Vectra AI product suites and customer environments and resolve customer issues as quickly as possible. Understanding our products and customer environments allows our engineers to improve response and resolution times for all customers.

Services offered

Vectra AI Technical Support offers customers with two levels of service — **Standard** and **Premium**:

Standard Support provides Vectra AI Support access 8x5 business hours, based on your geography. It is included in the license subscription.

Premium Support is a 24x7x365 on-demand service with faster response times, queue priority and Proactive Monitoring and

Remediation service. Premium Support is available for an additional fee.

We designed the Premium Support program to help customers with complex environments who need advanced services with direct access to live assistance and proactive notification of issues.

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

Support Service	Standard	Premium
Technical Support Access Business hours 8x5	✓	✓
Technical Support Access 24x7x365		✓
Web Portal/Email support	✓	✓
Knowledge base access	✓	✓
Support Live Chat		✓
Phone call back		✓
Proactive Monitoring & Remediation		✓
Queue Priority		✓
Response times (Initial/follow up)		
P0 (Blocker)	1h/4h (BH*)	30 mins/2h (24x7)
P1 (Critical)	2h/8h (BH*)	1h/4h (24x7)
P2 (Major)	8h/48h (BH*)	4h/24h (24x7)
P3 (Minor)	48h/5 days (BH*)	24h/3 days (BH*)

*BH: Business Hours

Vectra AI Technical Support Highlights

Software Support

Support Services include break-fix, diagnosis, recovery and final resolution for all Vectra AI software and hardware issues.

Vectra AI provides software updates for all customers and channel partners with every valid Vectra AI product subscription.

Software updates cover:

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

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.

Replacement hardware delivery service levels:

- Next business day delivery available in all 50 states in the U.S.*
- 2 business day delivery available in European Economic Area, including Ireland.
- 3 business day delivery available in the remainder of the Americas**
- Shipment to other countries typically achieved within 5 business days**

Remote Access

Vectra AI Technical Support includes an option to allow VPN remote access to your Vectra AI platform instance during engagement with a Vectra AI Support engineer.

We also offer remote support using screen-sharing sessions.

It's like having a Vectra AI support engineer at your physical location without the delays of scheduling an onsite visit.

Proactive Health Monitoring and Remediation (Premium Support Only)

Vectra AI proactively monitors cloud-connected Vectra products for critical health issues.

Alerts that exceed monitoring thresholds trigger a support investigation. If an action is required, a support ticket is created to quickly work through the issue in partnership with the customer.

With Remote Support enabled, the Support engineer will investigate 24x7 and will work to remediate the issue without customer interaction where possible.

Live Chat Support (Premium Support only)

Vectra AI support service includes access to Live Chat Support Engineers via our Vectra AI Support Portal 24x5 (Mon-Fri) on demand.

If you have quick question or need immediate assistance, Live Chat allows you to immediately chat with one of our expert support engineers.

Support Portal

Vectra AI support service includes access to Vectra AI Support Portal 24/7/365 on demand.

The Portal offers feature rich functionalities:

- The Knowledge base provide access to
 - o Product guides
 - o Knowledge articles
 - o Release notes
 - o End of life policy
- You can also create, track and view all Support cases in this portal

Why Enterprises Leverage Vectra AI for Exceptional Technical Support

- The performance of Vectra AI support engineers is measured by customer satisfaction ratings.
- As a result, Vectra AI support is always focused on assisting customers diligently and efficiently with exceptional customer service.
- Vectra AI support engineers are driven to ensure that customers have everything they need to be successful.
- The Vectra AI 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 Vectra AI platform and its operational use in customer deployments.
- For more information about Vectra AI Technical Support, please contact a service representative at support@vectra.ai or visit our website at vectra.ai/support.

About Vectra AI

Vectra AI is the pioneer of AI-driven threat detection and response for hybrid and multi-cloud enterprises. The Vectra AI Platform delivers integrated signal across public cloud, SaaS, identity, and data center networks in a single Open XDR platform. The Vectra AI Platform with patented Attack Signal Intelligence empowers security teams to rapidly prioritize, investigate and respond to the most advanced and urgent cyber-attacks in their hybrid environment. Vectra AI has 35 patents in AI-driven threat detection and is the most referenced vendor by MITRE D3FEND. Organizations worldwide rely on the Vectra AI Platform and MDR services to move at the speed and scale of hybrid attackers. For more information, visit www.vectra.ai.

* Next day may not be available for some parts of Alaska and Hawaii

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