



# AlienVault MSSP Program: 24/7 Support Package

The AlienVault MSSP 24x7 Support Package is designed to enhance the support offering that is included with each AlienVault MSSP license agreement. With the 24x7 Support package, MSSPs receive 24x7 support for all AlienVault deployments and enhanced issue resolution response times.

## What's included in the MSSP 24x7 Support Package:

### 24x7 Support Coverage

MSSPs get access to a certified AlienVault Support Engineer seven days a week, 24 hours a day, 365 days a year. This ensures AlienVault has your business covered around the clock.

### Enhanced Issue Resolution Response Times

With the 24x7 Support package, MSSPs also receive 75% faster issue resolution response times, or SLOs. With these enhanced SLOs, AlienVault guarantees a certified AlienVault Support Engineer will respond to your support issue significantly faster compared to the standard SLOs included with your MSSP license agreement.

Enhanced issue resolution response times are as follows:

- Severity 1: 1 hour during All Coverage Hours (compared to 4 hours for standard SLOs)
- Severity 2: 2 hours during All Coverage Hours (compared to 8 hours for standard SLOs)
- Severity 3: 6 hours during All Coverage Hours (compared to 36 hours for standard SLOs)
- Severity 4: 9 hours during All Coverage Hours (compared to 48 hours for standard SLOs)

Please contact AlienVault MSSP Sales today to find out more information on the MSSP 24x7 support package at [sales@alienvault.com](mailto:sales@alienvault.com).