

Contrast Security



Technical Support Reference Guide Version 2.1

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This document covers the following products:

- Team Server (EoP and SaaS)
- Assess
- Protect

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1. INTRODUCTION

The purpose of this guide is to provide an overview of the services and operating procedures for Contrast Security Technical Support.

As an Contrast Security customer, you will have access to our highly trained technical support staff as well as the right to use our support portal with tools, knowledgebase, case activity tracking and a support history of your products. Reviewing the procedures described in this guide will enable you to receive our best possible service and fastest problem resolution.

*Note – This guide is for reference only – please consult your Contrast Security License for more specific terms and conditions.

2. SUPPORT OFFERINGS

Contrast offers full Technical Support and Customer Service to ensure you have the service you need when you need it

TECHNICAL SUPPORT SUMMARY

Support Features	Contrast Support
Customer Service Contact Method	Phone/Email/Web Portal
Technical Support Contact Method	Phone/Email/Web Portal
Service Level (SLA) response times P1/P2/P3/P4	2/4/16/40 (hours)
Online Ticket Submission/Tracking	Yes
Access to Knowledgebase	Yes
Escalations	Yes
Technical Support – Coverage Hours/Day	Monday-Friday 9:00am (EST) – 5:00pm (PST)
# Support Contacts Allowed	Unlimited
# Support Requests Allowed (Annually)	Unlimited

3. HOURS OF OPERATION

(i) United States and Canada: Hours of operation for Technical Support based in the Americas IS 9:00 a.m. EST to 5:00 p.m. PST, Monday through Friday, excluding excluding Contrast Security US holidays set forth in Section 14 below.

(ii) Latin America and South America: Hours of operation for Technical Support based in the Latin America and South America are 9:00 a.m. EST to 5:00 p.m. PST Monday through Friday, excluding Contrast Security US holidays set forth in Section 14 below.

(iii) EMEA: Hours of operation for Technical Support based in EMEA (Europe, the Middle East, and Africa) are 9:00 a.m. EST to 5:00 p.m. PST, Monday through Friday, excluding Contrast Security US holidays set forth in Section 14 below.

(iv) APJ: Hours of operation for Technical Support based in APJ (Asia-Pacific region, including Japan) are 9:00 a.m. EST to 5:00 p.m. PST Monday through Friday, excluding Contrast Security US holidays set forth in Section 14 below.

(v) India: Hours of operation for Technical Support based in India are 9:00 a.m. EST to 5:00 p.m. PST, Monday through Friday, excluding Contrast Security US holidays set forth in Section 14 below.

(vi) Web and Email: Web Portal access and the ability to send emails or leave voicemail are available 24x7. Response to those requests will be dependent on the Support Support Plan customer has purchased.

4. HOW TO CONTACT TECHNICAL SUPPORT OR CUSTOMER SERVICE

The following methods are available for contacting Technical Support

- US Telephone: (888) 371-1333
- EMEA Telephone: (888) 371-1333
- Web - Submit a ticket through Contrast Self-Service:
<https://www.contrastsecurity.com/support>
- Email - Send an email thoroughly describing the issue to: support@contrastsecurity.com

Note: When a problem is submitted via email, you will receive an auto-reply from the ticketing system acknowledging receipt and assigning the ticket case number for future tracking. This email is not considered “first response”. To ensure proper tracking, please ensure your ticket number is included in the subject line of any email sent to the company.

Note: Contrast Security Technical Support prefers customers to contact the company by way of the Support Portal ([support.contrastsecurity.com](https://www.contrastsecurity.com)) or email (support@contrastsecurity.com). If these electronic methods are used a Technical Support Engineer will respond quickly and within the designated SLA time constraints. It is also possible to leave a message on a phone answering system however, it is not recommended. In reality, it is sometimes difficult to understand the call back information because of recording

issues or ambient noise on the phone line. Cases where contact information in the message is unintelligible may affect the start of the SLA response time clock.

INFORMATION REQUIRED

To assist us in resolving your issue as quickly as possible, when reporting a problem please provide the following information:

Customer Information:

- Company
- Contact name
- Phone number
- Email address

Resolution Assistance Details:

- Customization or special configuration information
- Details on how to reproduce and verify the error
- Information on the severity of the problem
- The Urgency of a resolution: Emergency, Important, Normal, Deferrable

PROBLEM RESOLUTION PROCEDURES

When a problem is reported, Contrast may:

- Request a Remote Meeting - Contrast may request a remote meeting using GoTo Meeting, WebEx or equivalent. This is very common and extremely effective in resolving issues quickly and efficiently.
- Request VPN access – In some instances, VPN (Virtual Private Network) may be requested because it will facilitate the efficiency of resolving the issue.
- Analyze the problem and determine case priority with the customer.
- Work with internal resources to identify and fix the problem.
- Keep up-to-date status information and provide updates to the customer.
- Provide problem resolution to the customer in form of additional product information, a patch or a workaround.
- Follow-up with the customer.
- Make available all relevant commercially available updates, fixes, patches, enhancements, minor upgrades and maintenance releases. (i.e. Rev # x.y.z where y = minor release and z = maintenance release)
- Provide training and consulting at current rates as requested by the customer
- Schedule conference calls with the customer to discuss any possible problems, solutions and additional features.

ABOUT ONSITE SUPPORT

Onsite support may be provided in instances where issues cannot be resolved over the phone or via email. Onsite support is contingent upon mutual agreement between Contrast and the customer based on the severity of the issue. Unless otherwise agreed upon, customer will reimburse Contrast for travel expenses.

5. PRIORITY, IMPACT AND URGENCY LEVELS

Priority Level Determination:

Priority Levels are determined by the Impact of the issue and the resolution Urgency to the customer as indicated in the table below:

CASE PRIORITIZATION TABLE

Impact / Urgency	Emergency	Important	Normal	Deferrable
Critical	P1	P1	P2	P2
High	P1	P2	P3	P3
Medium	P2	P2	P3	P4
Low	P2	P3	P3	P4

Priority, Impact and Urgency Definitions:

Priority, Urgency and Impact levels are defined below as:

PRIORITY LEVEL

Priority Level, which is determined by a combination of Impact and Urgency, identifies the sequence in which support cases are to be worked. A higher Priority entails escalation and notification to higher levels within the company. Contrast Priority Levels are:

- Priority 1 (P1) – This level implies immediate and sustained effort using any and/or all-available resources as required until the issue is resolved with real-time/daily customer interaction and follow-up.
- Priority 2 (P2) – The situation is considered highly volatile, requiring regular follow-up communications every 72 hours with a resolution provided in the next software release to the extent that this is commercially feasible.
- Priority 3 (P3) – This priority level dictates that the issue be addressed as soon as possible, but after P1/P2 issues. The frequency of follow-up communications should be made on at least a weekly basis.
- Priority 4 (P4) – Indicates that the issue needs to remain “Open”, but may be addressed on an as available basis as long as resolution falls within defined SLAs. Follow-up frequency is to be determined with customer.

IMPACT LEVEL

Determined by the TSE with assistance from the customer to help give resolution priority to problems causing the greatest impact. This defines the business criticality of the issue and the extent of the degradation of service. Contrast Urgency levels are:

- Critical –The customer is unable to operate their business due to issues with Contrast, the software is not operational and a work around is not available.
- High – Severe errors that disable major software functions. Customer’s ability to perform tasks is significantly impeded. The error may be repetitive in nature and impacts timely performance of tasks. No work around is available.
- Medium – Errors disabling only certain non-essential functions in the software as described in documentation. Impact is confined to an inconvenience with minimal impact on basic functionality. A reasonable workaround will be provided if available.
- Low – Enhancement request, documentation error or minor flaw in the software. The issue does not impact product quality, performance or functionality.

URGENCY LEVEL

Indicates the acceptable delay to the customer in resolving the reported issue. The customer typically sets Urgency, but if unspecified, the system will set one automatically. Contrast Urgency levels are:

- Emergency – For an Emergency issue, customer requires immediate attention from support...highest level of response requested.
- Important – An Important Urgency level indicates that the customer requires expedited resolution, but can bear minimal delays
- Normal – For a Normal Urgency level, customer needs to have the issue addressed quickly, but can get by for now.
- Deferrable – Issue may be resolved later, a delay in resolution is considered acceptable

6. SUPPORT STANDARDS AND SLA'S

Response and Resolution Standards:

Technical Support will address reported issues based on the Impact, Urgency and the resulting Priority as indicated below:

PRIORITY 1

For Priority 1 issues, Contrast will provide:

- An initial response within two (2) hours from the time Contrast becomes aware of the issue during Normal Business Hours.
- Daily follow-ups on the status of resolving the reported issue until a correction or workaround has been provided to Customer
- A plan for issue identification/resolution within one (1) business day of the time Contrast becomes aware of the issue during Normal Business Hours.

- Contrast will make every commercially reasonable effort to resolve this issue in the shortest amount of time possible including, but not limited to, sending Contrast engineers onsite to trouble shoot the problem and deliver of a patch release.
- A resolution for the issue in the next software release when commercially feasible.

PRIORITY 2

For Priority 2 issues, Contrast will provide:

- An initial response within four (4) business hours from the time Contrast becomes aware of the issue during Normal Business Hours.
- Follow-up communications every 3 business days reporting on the status of correcting such error until a resolution or workaround has been provided.
- A plan for issue identification/resolution within three (3) business days of the time Contrast becomes aware of the issue.

PRIORITY 3

For Priority 3 issues, Contrast will provide:

- An initial response within 2 business days from the time Contrast becomes aware of the issue during Normal Business Hours.
- Follow-up communications at least once every two weeks reporting on the status of correcting such error until a resolution or workaround has been provided.
- A resolution for the issue in the future software release when commercially feasible.

PRIORITY 4

For Priority 4 issues, Contrast will provide:

- An initial response within 5 business days from the time Contrast becomes aware of the issue during Normal Business Hours.
- Priority 4 requests will be addressed on a case-by-case basis and Contrast will advise Customer if such request will be reflected in subsequent software releases

Priority Escalation Times

The chart below outlines the escalation of case Priority levels based on elapsed time. The Priority level will be incremented automatically by the support case management system as indicated below:

Priority Level	Standard
Priority 1	2 business days (48 hours)
Priority 2	5 business days (120 hours)
Priority 3	n/a
Priority 4	n/a

PRIORITY ESCALATION NOTIFICATIONS

In the event that a Priority Level is about to be escalated or has been escalated, notifications are sent via email to appropriate individuals within Contrast as outlined in the table below:

Elapsed Time	P1	P2	P3	P4
24 Hours (1 day)	Director of Support, Sales Rep			
48 Hours (2 days)	VP of Customer Success	Director of Support, Sales Rep		
72 Hours (3 days)	CTO	VP of Customer Success		
96 Hours (4 days)	CEO	CTO		
120 Hours (5 days)		CEO	Director of Support	

7. SCOPE AND DEFINITION OF TECHNICAL SUPPORT

Definition of Technical Support

Contrast Worldwide Technical Support aims to provide aid and assistance to users of Contrast products. The Team is well qualified to answer questions, diagnose failures and troubleshoot problems. Although not a training organization, the Support Team strives to transfer knowledge during all customer interactions. The goal is to facilitate successful installations of Contrast, which requires knowledgeable Administrators and End Users.

Generally, Technical Support does not deploy or configure the Contrast solution, perform upgrades or provide customizations such as scripts that some end users create and run for various reasons. If it's determined that Customizations and Scripts are necessary in a particular deployment, please seek and use a Certified Contrast Partner or Consultant for that work.

The Support Team concentrates on ensuring the product operates and performs to its published specifications, which by definition, does not include customizations.

Technical Support Engineers (TSE) remotely access deployed Contrast systems when necessary to troubleshoot issues, observe questionable product behavior and/or review settings, logs and general system status and health.

WHAT IS PART OF TECHNICAL SUPPORT

- Analyzing challenges that prevent the product from operating as it was designed, and determining if the problem was a result of a Defect or Configuration error

- Escalating and explaining discovered Defects to the Engineering Team and updating Customer about the status of forthcoming patches
- Pointing Customer to general documentation related to their questions
- Providing basic instructions to properly configure the product when the Customer is unaware of how to configure Contrast to achieve a specific behavior
- Receiving and understanding the customer's Idea(s) and properly communicating the Idea to the Product Management Team
- Identifying challenges that the Customer is trying to solve and provide Best Practices to get the most benefit from the product

8. SERVICE AVAILABILITY (SAAS ONLY)

Availability Policy (for SaaS)

For customers ("Customers") who receive Contrast's hosted, Software-as-a-Service (SaaS)-based services ("Services"), this Availability Policy (the "Policy") sets forth the policies and procedures with respect to such Services. This Policy does not apply to any Customer who uses a non-hosted or on-premises version of any Contrast product, or to Customers who are using any free, unpaid, or trial versions of the Services.

Summary

As further described below, Contrast Security will use commercially reasonable efforts to: (i) provide Customer with 99.8% availability to the Service (the "Service Availability"); and (ii) provide standard support to Customer.

Availability

There are two components of the Contrast software. The Contrast Agent, which is a small software module that is deployed on your application server, and the Service which is a set of software programs that collect, store, correlate and present the metric data sent from the Agent in your application to our service. The service level within Contrast Security's control is the Availability of the Service. The Service shall be considered Available so long as customers are able to log in to the Contrast user interface (called the TeamServer) and see their application security data. We endeavor to make the Service Available at all times with the exception of very short maintenance windows that occur periodically throughout the month. Contrast will use commercially reasonable efforts to maintain Service Availability of at least 99.8% during any monthly billing cycle. Excluding planned maintenance periods, in the event the Service Availability drops below 99.8% for two consecutive monthly cycles or if the Service Availability drops below 99.0% in any single monthly cycle, you may terminate the Service with no penalty. Such termination will be effective as of the end of the then-current billing period and no additional fees shall be charged.

9. SERVICE MAINTENANCE (SAAS ONLY)

Contrast shall provide Service Maintenance, which may cause scheduled service outages. Contrast shall attempt to schedule Service Maintenance during the times as specified in Table 2 – Service Maintenance Times. However, the parties agree that it may be necessary for Contrast to perform Service Maintenance during times other than those specified in Table 2, and Contrast reserves the right to perform Service Maintenance during times other than those specified in Table 2.

Table 2 – Service Maintenance Times

Service Maintenance Times (Day)	Service Maintenance Times (hours)
Monday to Friday	8pm to 4am (PST)
Saturday	12pm to 12am (PST)
Sunday	12pm to 12am (PST)

10. MAINTENANCE AND FIXES

Problems that cannot be resolved directly by Technical Support will be escalated to the Engineering team. All bugs are reviewed by the Contrast Support, Engineering and Product Management organizations as part of a daily stand up meeting and/or as part of the regular product development process. The plan will be to address the issue in a future patch or periodic maintenance release or close if a fix is not required. Customers will be informed regarding the plan of action for reported bugs.

11. END-OF-LIFE POLICY AND LEGACY SUPPORT

Products will eventually reach their natural end of life. Usually they are replaced with new and better technologies. This is part of any technology product's lifecycle. It is our goal to provide as much visibility into this process as possible. Contrast will provide prior notice before the "end of life" (EOL) of any major software feature or major functionality.

Contrast encourages all customers to stay current with the latest version to take advantage of new enhancements and the latest functionality. Contrast will only provide support prior versions for 3 months.

12. ENSURING CUSTOMER SATISFACTION

At Contrast Software, we welcome your feedback, value your comments and encourage you to contact us with any concerns or suggestions. In addition, as part of our commitment to providing you with the best support possible, Contrast conducts customer surveys. From time to time after a case has been closed, or on occasion during an on-site visit, you may be requested to provide information regarding your satisfaction with the quality of our products and service you received. Please take the few minutes necessary to answer the questions. Your feedback will help us maintain the highest level of service.

13. KEY CONTACT INFORMATION

WEB RESOURCES

Technical Support Landing Page

<http://www.Contrastsecurity.com/support/>

Customer Support Portal

Submit/Manage Tickets, Search Knowledgebase, Access Downloads and Documentation

<https://support.ContrastSecurity.com>

TECHNICAL SUPPORT GROUP

Technical Support Group

support@contrastsecurity.com

(888) 613-6023

VP of Customer Success

Jack Marshall

Jack.Marshall@contrastsecurity.com

Office: (650) 251-4864 Cell: (408) 218-8662

14. HOLIDAY SCHEDULE

US HOLIDAY SCHEDULE FOR 2017

2017 Date	Holiday
Monday, January 2nd	New Years Day (observed)
Monday, February 20th	Presidents Day
Monday, May 29th	Memorial Day
Monday, July 3rd	Floating Day
Tuesday, July 4th	Independence Day
Monday, September 4th	Labor Day
Thursday, November 23rd	Thanksgiving
Friday, November 24th	Day after Thanksgiving
Monday, December 25th	Christmas Day
Friday, December 29th	New Year's Eve (observed)

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