



Premium Support

Kiteworks Enterprise

Upgrade to Kiteworks Premium Support for a premier level of service, featuring named support contacts, priority case handling, and faster support response times.

| Customer Support | Standard | Premium |
|---|---|-------------|
| 24/7 Technical Support – Highly qualified Kiteworks support engineers address system errors, loss of functionality, configuration issues, feature requests, and other problems, via telephone or remote system access. | ✓ | ✓ |
| Customer Support Portal – Designated customer users log and track cases, access documentation and the knowledge base, and submit product improvement ideas. | ✓ | ✓ |
| SLA for Support Case Response Times – Measured from the time the customer reports the error to the time the support engineer provides a status report. | 4 hours | 1 hour |
| ▪ Level 1 Critical Priority – a reproducible problem with material loss of functionality or data | | |
| ▪ Level 2 High Priority – a reproducible problem with severe restriction of functionality | 8 hours | 2 hours |
| ▪ Level 3 Medium Priority – a reproducible problem with non-material or minor loss of functionality | Assigned and investigated during regular business hours | 4 hours |
| ▪ Level 4 Low Priority – an inquiry, or a problem that is non-reproducible or has no material degradation of functionality | | 12 hours |
| 24/7 Monitoring – The Kiteworks monitoring system will detect a system down within 15 minutes and automatically create a Level 1 Critical Priority support ticket. ▪ System hosted by Kiteworks ▪ System hosted by the customer* ▪ System hosted by another provider* | ✓ | ✓ ✓ ✓ |
| * Customer must allow network monitoring traffic to the Kiteworks monitoring server. | | |

| Customer Support | Standard | Premium |
|--|------------------------|------------|
| Priority Case Handling With Named Support Engineers – A primary and a secondary named engineer will be familiar with your account’s deployment and environment. Named engineers have defined hours of availability, and calls outside these hours will be routed to Tier 2 support or higher. | | ✓ |
| Updating and Patching – Kiteworks support engineers apply all software updates and security patches per an agreed-to schedule. | | ✓ |
| Annual Health Check and Deployment Review – A Kiteworks customer success manager and engineer meet virtually with your administrator and other personnel to help you maximize the value of your Kiteworks deployment. They will check for issues with storage capacity, file consistency, contention, deadlocks, database consistency, memory utilization, and CPU utilization. | | ✓ |
| Refresher Product Training (not related to Server Installation phase) <ul style="list-style-type: none"> Administrator training for new admins, and refresher/update for existing admins. End-user training for the customer’s trainer and help desk personnel, who will in turn train the end-users. | (purchased separately) | ✓ ✓ |
| Roadmap Briefing – Customer Success and Product Management coordinate to provide roadmap information. | | ✓ |