

# XTM Suite Support Package

Filigran's Support Package provides organizations with professional assistance along their deployment, maintenance and usage of the platform. It ensures them guaranteed response time and prioritization of their requests and questions.

## STANDARD TECHNICAL SUPPORT

- Ticketing system
- 10/5 support coverage
- 24 hours response times
- Urgent issue 4 hours SLA
- Security notifications
- Unlimited questions and issues
- 2 health checks/year (for on-prem deployment only)
- 1 architecture & integration workshop/year

## PREMIUM TECHNICAL SUPPORT

- Ticketing system
- 24/7 support coverage
- 12 hours response times
- Urgent issue 2 hours SLA
- Security notifications
- Unlimited questions and issues
- 4 health checks/year (for on-prem deployment only)
- 2 architecture & integration workshops/year

SEVERITY LEVEL	STANDARD RESPONSE TIME	PREMIUM RESPONSE TIME
Severity-3: low issue	24 hours	12 hours
Severity-2: medium issue	24 hours	12 hours
Severity-1: major issue	4 hours	2 hours

## WHAT IS A HEALTH CHECK?

Filigran has developed private tools to collect and analyze platform configurations, metrics and high level KPIs (not the data). After launching this tool, the engineering team is able to provide guidance to administrators in order to enhance stability, configuration and performances.

## WHAT IS A WORKSHOP?

Filigran Technical Account Managers handle support requests and are also able to assist organizations in the deployment and configuration of the platform to cover their use cases and ensure a proper integration with their cybersecurity ecosystem.

## SUPPORT EMAIL ADDRESS AND PORTAL

[support-opencti-standard@filigran.atlassian.net](mailto:support-opencti-standard@filigran.atlassian.net)

[support-openex-standard@filigran.atlassian.net](mailto:support-openex-standard@filigran.atlassian.net)

<https://support.filigran.io>

## ABOUT FILIGRAN

Filigran is a cybertech founded in 2022, providing open source cybersecurity solutions covering threat intelligence management, breach and attack simulation, and cyber risk management.

[filigran.io](https://filigran.io)

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