## 🕕 HUMAN

## **Support Services**

White Glove Support For Continued Success

At HUMAN, our mission is to provide you with a timely and proactive white-glove experience. From before deployment begins in your unique environment to providing continued guidance to optimize your experience with the Human Defense Platform, HUMAN works to resolve product-related issues when things don't go exactly as planned.

HUMAN provides three levels of support to best fit your needs. All customers can access Essential Support, which includes support resources 24 hours a day, 7 days a week. We will work with you to resolve issues based on severity and provide you access to Technical Account Management to get you up and keep you running. You can upgrade to Advanced Support for those looking for enhanced support or Premium for the highest level of coverage. The top two levels provide faster ticket response times, a Named Technical Account Manager, customized success planning, scheduled business reviews, and more. "We live in a very dynamic world where threats are evolving and customer expectations are increasing. Having a team that we can rely on that feels like a natural extension of our team has been a big piece of our relationship with HUMAN."

VP of Technology, Build.com

## About HUMAN

HUMAN is a leading cybersecurity company committed to protecting the integrity of the digital world. We verify that digital interactions, transactions, and connections are authentic, secure, and human. HUMAN verifies 20 trillion digital interactions, providing unparalleled telemetry data to enable rapid, effective responses to the most sophisticated threats. Recognized by our customers as a G2 Leader, HUMAN continues to set the standard in cybersecurity. For more information please visit www.humansecurity.com

## HUMAN Support Offerings

Priority Levels and Target Response Times      Ticket Response Coverage    24 x 7    24 x 7    24 x 7      Severity 1- Urgent Priority    4 business hours    1 business hours    30 minutes      Severity 2- High Priority    8 business hours    4 business hours    4 business hours    2 business hours      Severity 4- Low Priority    Prompt Response    Prompt Response    8 business hours    4 business hours      Communication Channels	FEATURES	ESSENTIAL	ADVANCED	PREMIUM	
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Severity 4 - Low Priority  Prompt Response  Prompt Response  8 business hours    Communication Channels  Ticket Support vis Service Desk  ✓  ✓    Email  ✓  ✓  ✓    Zoam/Screen Share  ✓  ✓  ✓    Slack  ✓  ✓  ✓    Protection Support   ✓  ✓    Bat Protection  ✓  ✓  ✓    Oraptchar/ HUMAN Challenge  ✓  ✓  ✓    Mobile Apps and API  ✓  ✓  ✓    Customer Success   ✓  ✓    Deployment & Onboarding  ✓  ✓  ✓    Success and Outcome Planning  ✓  ✓  ✓    Success and Outcome Planning  ✓  ✓  ✓    Periodic Reviews  ズ  ✓  ✓    Access to Ticketing Portal  ✓  ✓  ✓    Access to Ticketing Portal  ✓  ✓  ✓    Account Team  Technical Account Manager  Pooled  Named (Dedicated Available)    Onboarding Solution Architect  Pooled  Named  Named    Security Analyst  Pooled  Pooled (Dedicated Available)  Pooled (Dedicated Available)    Outsom rules  ×  ✓ <t< td=""><td>Severity 2 - High Priority</td><td>8 business hours</td><td>4 business hours</td><td>2 business hours</td></t<>	Severity 2 - High Priority	8 business hours	4 business hours	2 business hours	
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	Health Check	Add-on	Add-on	1x/year	