

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

FEATURES	ESSENTIAL	ADVANCED	PREMIUM
Priority Levels and Target Response Times			
Ticket Response Coverage	24 x 7	24 x 7	24x7
Severity 1 - Urgent Priority	4 business hours	1 business hour	30 minutes
Severity 2 - High Priority	8 business hours	4 business hours	2 business hours
Severity 3 - Normal Priority	1 business day	8 business hours	4 business hours
Severity 4 - Low Priority	Prompt Response	Prompt Response	8 business hours
Communication Channels			
Ticket Support via Service Desk	✓	✓	✓
Email	✓	✓	✓
Zoom/Screen Share	✓	✓	✓
Slack	✓	✓	✓
Protection Support			
Bot Protection	✓	✓	✓
Captcha / HUMAN Challenge	✓	✓	✓
Mobile Apps and API	✓	✓	✓
Customer Success			
Deployment & Onboarding	✓	✓	✓
Detection Optimization + Tuning	✓	✓	✓
Success and Outcome Planning	✗	✓	✓
Business Reviews	✗	✓	✓
Periodic Reviews	✗	✓	✓
Access to Ticketing Portal	✓	✓	✓
Account Team			
Technical Account Manager	Pooled	Named (Dedicated Available)	Named (Dedicated Available)
Onboarding Solution Architect	Pooled	Named	Named
Security Analyst	Pooled	Pooled (Dedicated Available)	Pooled (Dedicated Available)
Account Manager	Named	Named	Named
Services			
Security Monitoring	✗	✓	✓
Custom rules	✗	✓	✓
Root Cause Analysis	2x/yr by request	1x/qtr by request	Unlimited (debrief included)
Event Monitoring	1x/qtr	1x/mo	Unlimited
Custom Reports	1x/qtr by request	1x/mo by request	4x/ month by request
Automated data feed	✓	✓	✓
Post Onboarding Training	✓	✓	✓
Monthly Support & Detection Insight Report	✗	✗	✓
Compliance Certification	1x/year	1x/year	1x/year
Health Check	Add-on	Add-on	1x/year