



FAQ: Support, Maintenance and Professional Services

Best Practices



Documentation Information

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Abstract	This document describes Support SLAs, differences between Professional Services and Support and cancellation policies

Revision History

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201006-01	G. Lansing	First Draft
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Definitions

The key words "MUST", "MUST NOT", "REQUIRED", "SHALL", "SHALL NOT", "SHOULD", "SHOULD NOT", "RECOMMENDED", "MAY", and "OPTIONAL" in this document are to be interpreted as described in RFC 2119.

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Description

As a customer of CyberArk you may require the assistance of one or more departments within CyberArk. This document outlines our standard practices and answers the most commonly asked questions on Technical Support, Maintenance, and Professional Services.

What is the difference between Technical Support and Professional Services?

The CyberArk Support model defines two major types of cases: Technical Problem and Implementation. To ensure prompt and effective support it is imperative that your Technical Subscribers select the proper case type as each type is routed to a different team.

Technical Problem

CyberArk's Support Team is responsible for responding to Technical Problem cases. A case constitutes a *technical problem* when the following criteria are met:

- The problem is encountered in your Production environment
- The feature or function was implemented with CyberArk Professional Services guidance and was working correctly and is now producing errors or has ceased operation

CyberArk's Support Team is not able to treat the following as a technical problem:

- Product deployment or upgrade conducted by the customer without assistance from CyberArk Professional Services
- Product customizations (including customer developed plug-ins for the Central Policy Manager)
- Implementation of new features or functionality not currently in use
- Product training

Implementation

Each CyberArk customer is assigned an Implementation Engineer (IE), who is a member of CyberArk's Professional Services team. Your IE is responsible for assisting you with your implementation's architecture, best practices, deployment, and training, and serves as an escalation point in the technical support process.

Cases that do not meet the criteria for a Technical Problem fall into the Implementation category and may include:

- New deployments and version upgrades
- Functionality that is being deployed for the first time
- Product customization and custom development

These billable implementation services are performed by the IE assigned to your account. It is recommended that Customers maintain a balance of Professional Services days for use for Implementation type cases.

How do I contact Technical Support

Each customer supported directly by CyberArk with a current maintenance contract is entitled to name two individuals as CyberArk Technical Subscribers. These individuals must be CyberArk trained, authorized to communicate all necessary information, and qualified to perform diagnostic testing under the direction of a CyberArk Support representative.

To ensure prompt and effective service only the Technical Subscribers may engage CyberArk Support. CyberArk grants Technical Subscribers access to several tools and methods of obtaining support:

Self-Service Portal

The Self-Service Portal is the primary method for engaging CyberArk support during regular business hours. The Self-Service Portal allows your Technical Subscribers to open, view, and update current and past cases opened with CyberArk Support.

The Self-Service Portal also provides a technical knowledge base to help your Technical Subscribers.

<http://cyberark.com/service-support/online-support>

Support Hotline

CyberArk Technical Subscribers are also able to call the CyberArk Support Hotline to engage CyberArk Support. The business hours number is available for all customers. If you purchased a 24x7 Maintenance Contract you are also able to call the Off-hours Emergency Hotline for off-hours critical-issue support.

Americas

E-mail: support.us@cyberark.com

Phone during business hours (8am – 5pm EST): 1 888 808 9005

Phone during off hours (Maintenance Plus 24x7):

– US Toll Free: 1-844-537-7700

– Americas: +1-617-965-1544 ext. 2, press 2 at the prompt to submit a critical case

EMEA

E-mail: support@cyberark.com

Phone: +972 3 9180011

Note: Customers who are supported by a partner must contact their partner for support.

Support SLAs

Critical Event: A down situation, whereby a customer is unable to do production work and a work-around is not immediately available.

CyberArk Response:

24x7 Support <2 hours

Standard Support <2 business hours

Serious Event: A major function is unusable and no work-around is immediately available, but the customer is able to do some production work.

CyberArk Response

24x7 Support <4 business hours

Standard Support <4 business hours

Moderate Event: There is a loss of a function or resource that does not seriously affect the customer's operations or schedules.

CyberArk Response <6 business hours

Minor Event: All other problems with Company product(s) other than those falling within the categories above.

CyberArk Response <12 business hours

Release, Patch and Security Announcements

Technical Subscribers are automatically subscribed to receive occasional e-mails with important updates on new releases, patches, or security bulletins.

Support Vault

The CyberArk Support Vault utilizes our Inter-Business Vault technology to provide you with a secure place to exchange log files and other sensitive information with the Support Team, and enables you to download our software installation packages.

How do I contact CyberArk Professional Services?

Your Implementation Engineer is your primary point of contact for CyberArk Professional Services. Each customer has an Implementation Engineer assigned prior to implementation.

If you are unsure of whom your Implementation Engineer is, please contact support@cyberark.com

My Purchase Order is still pending. Can I still schedule Professional Services?

Your Implementation Engineer is able to tentatively schedule services without a Purchase Order. However, CyberArk cannot maintain the hold if another customer with a PO requests the same date. You will be notified if such a situation arises. If a Purchase Order isn't received at least 3 weeks prior to the scheduled delivery date, the engagement will be rescheduled.

I need to cancel my service engagement. Will I incur a cancellation fee?

CyberArk must confirm Professional Services engagements three weeks prior to their scheduled date.

- A customer who cancels prior to delivery confirmation will incur no cancellation penalty
- Customers who cancel within the three week period prior to the scheduled service delivery will be required to reimburse CyberArk for travel expenses.
- Customers who cancel within a one week period prior to the scheduled service delivery will be invoiced for the scheduled Professional Services