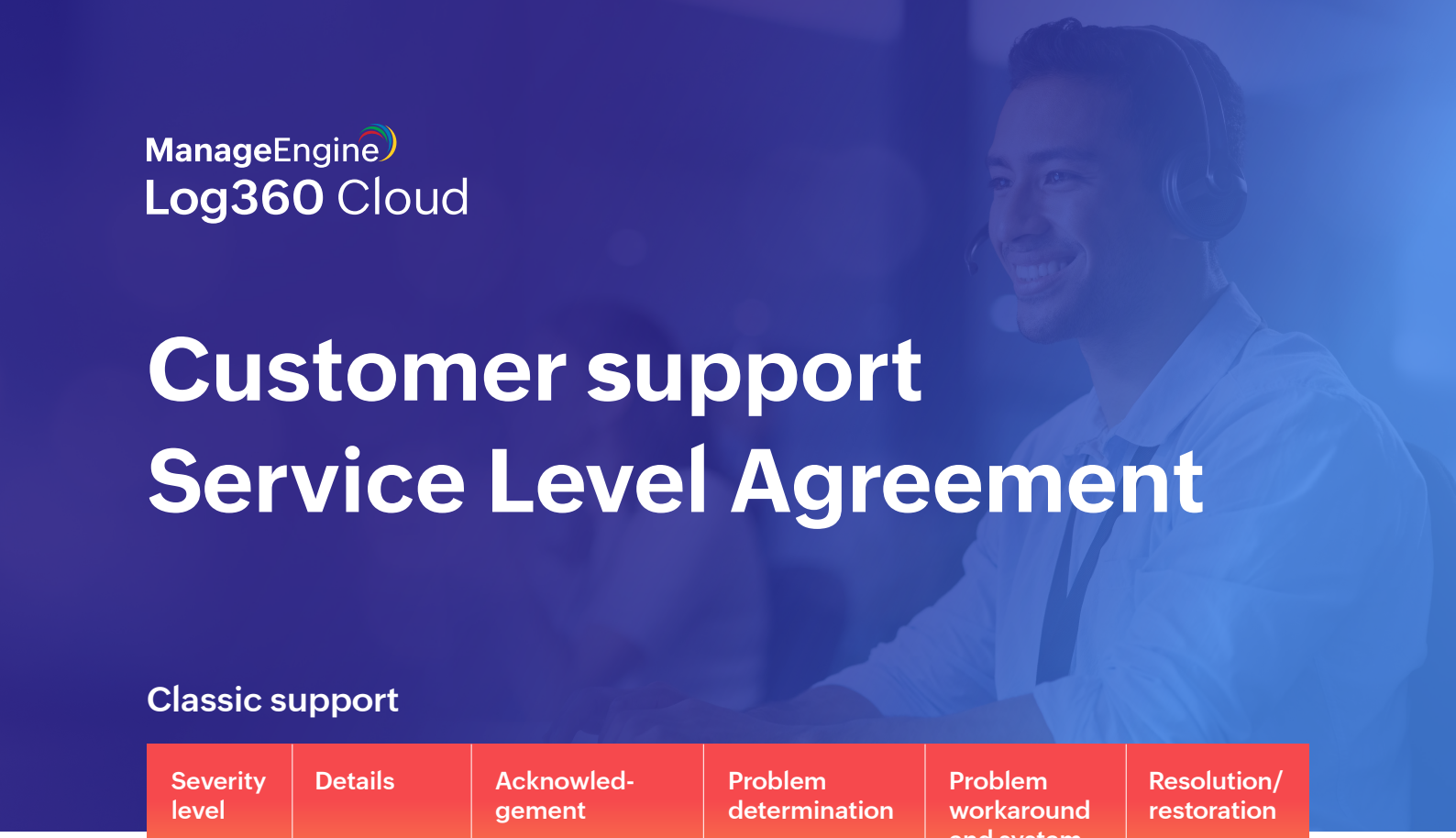
ManageEngine
Log360 Cloud



Customer support Service Level Agreement

Classic support

Severity level	Details	Acknowled-gement	Problem determination	Problem workaround and system restoration	Resolution/ restoration
1	Critical issues that prevent users from accessing Log360 Cloud and requires an immediate fix.	6 Business Hours	24 Business Hours	48 Business Hours	30 Business Days
2	Issues that require remote assistance when a particular feature or functionality doesn't work the intended way.	15 Business Hours	3 Business Days	8 Business Days	90 Days
3	Issues that do not disrupt the functionality of Log360 Cloud or can be fixed with a workaround in the product.	24 Business Hours	5 Business Days	NA	180 Days

Note: Technical support will be available 24 hours a day, Monday through Friday.

Response and resolution time will be determined on a 24x5 basis.

Premium Support

Severity level	Details	Acknowled-gement	Problem determination	Problem workaround and system restoration	Resolution/ restoration
1	Critical issues that prevent users from accessing Log360 Cloud and requires an immediate fix.	3 Business Hours	18 Business Hours	24 Business Hours	15 Business Days
2	Issues that require remote assistance when a particular feature or functionality doesn't work the intended way.	3 Business Hours	2 Business Days	3 Business Days	30 Business Days
3	Issues that do not disrupt the functionality of Log360 Cloud or can be fixed with a workaround in the product.	3 Business Hours	3 Business Days	NA	180 Days

Note: High-impact issues will be attended to on a 24x7 basis. Other issues will be resolved on a 24x5 basis, according to the above SLA.

Support services

S. no.	Services	Classic	Premium
1	Acknowledgement of email support	Within 8 hours	Within 3 hours
2	Email support	Regional business hours	Monday-Friday, 24 hours a day
3	Chat support	✓	✓
4	Support via remote connection	High priority issues	✓
5	Online resources	✓	✓
6	Service packs	✓	✓
7	Minor releases	✓	✓
8	Telephone support	-	✓
9	Single point of contact	-	✓
10	Global escalation team	-	✓
11	24x7 support	-	High impact issues
12	Customer portal	-	✓
13	Health check	-	✓
14	Online training (4 hours)	-	✓
15	Custom product support*	-	✓

Custom product support includes custom database queries, scripts, upgrades, configurations, and other customer-specific requests.

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About Log360 Cloud

ManageEngine Log360 Cloud, a unified cloud SIEM solution with integrated CASB capabilities, helps enterprises secure their network from cyberattacks. With its security analytics, threat intelligence and incident management capabilities, Log360 Cloud helps security analysts spot, prioritize and resolve threats in both on-premises and cloud environments. The solution is highly scalable and helps drive down infrastructure and storage costs.

For more information about Log360 Cloud, visit www.manageengine.com/cloud-siem/.

See it in action

Get a personalized walk-through