

# Customer support Service Level Agreement

## Classic support

Severity level	Details	Acknowledgement	Problem determination	Problem workaround and system restoration	Resolution/restoration
1	Critical issues that prevent users from accessing Log360 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 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	Acknowledgement	Problem determination	Problem workaround and system restoration	Resolution/restoration
1	Critical issues that prevent users from accessing Log360 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 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.

## Our Products

AD360 | ADAudit Plus | EventLog Analyzer | DataSecurity Plus  
Exchange Reporter Plus | M365 Manager Plus

## About Log360

Log360 is a unified SIEM solution with integrated DLP and CASB capabilities that detects, prioritizes, investigates and responds to security threats. Vigil IQ, the solution's TDIR module, combines threat intelligence, an analytical Incident Workbench, ML-based anomaly detection and rule-based attack detection techniques to detect sophisticated attacks, and it offers an incident management console for effectively remediating detected threats. Log360 provides holistic security visibility across on-premises, cloud and hybrid networks with its intuitive and advanced security analytics and monitoring capabilities. For more information about Log360, visit [manageengine.com/log-management/](https://manageengine.com/log-management/) and follow the [LinkedIn page](#) for regular updates.

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