

We are honored that you have partnered with Awake Security to achieve your security objectives and we are committed to do what is necessary to make you successful with the Awake Security Platform. That responsibility entails:



Onboarding

Deploy and adapt the Awake Security Platform including developing custom detection for business-specific threats, configuring integrations and setting up threat intelligence feeds.



Hardware & Software Support

Ensure the Awake Security Platform is operating effectively and keep the platform updated with new capabilities that help you detect and respond to changing attacker tactics, techniques and procedures.



AI-powered Threat Triage

All customers receive up to 2 hours a week of remote threat monitoring and hunting along with immediate notification of any critical threats. A report that details your attack surface, sources of risk and recommendations / root cause analysis will be delivered every month.



Threat Briefings & Expertise On-Demand

With the Enterprise support level, you will also receive quarterly briefings focused on your Executives. These provide insight into the threat landscape for your organization and industry and the likely business impact. In addition, you will also have remote access to an Awake Senior Threat Researcher for up to 40 hours a year. This maybe used for custom threat research, investigative help or getting a second opinion on your security posture.

How to Engage with Awake's Customer Success Team



awakesecurity.com/support



support@awakesecurity.com



+1 (833) 292-5348
(US Pacific Time Business Hours)

SUPPORT LEVELS

Onboarding

Including organization-specific behavioral threat detection setup

PROFESSIONAL

ENTERPRISE



Support Access

Support portal, email and phone access (US Pacific Time business hours)



Hardware Support

Maintenance, health monitoring & repair / replacement



Software Updates

Including maintenance releases & emergency patches



AI-augmented Threat Monitoring

Threat triage, hunting, monthly reporting & rapid notification for critical threats



Quarterly Executive Threat Briefings

Organization-specific updates on the threat landscape & business impact



On-demand Threat Research

Up to 40 hours per year of access to a Senior Threat Researcher



Response Times

Awake will make commercially reasonable efforts to meet the following targeted response times:

SEVERITY	DEFINITION	RESPONSE TIME
1	The platform is non-functional or significant components are unusable.	< 4 business hours
2	One or more key features are not operating as documented.	< 1 business day
3	Minor components are not operating as documented.	< 3 business days