senhasegura

SSG 8001

Support Policy

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Summary

1 Objective

The purpose of this document is to share with customers and partners:

- The scope of Support on the portfolio offered by senhasegura;
- Contact channels and details of communication with Support;
- How the classification of cases is performed;
- Compliance with data privacy regulations;
- Resources offered for case resolution within the agreed service level.

2 Field of Application

Partners that support clients on senhasegura's portfolio, and have a valid "senhasegura PAM Core Certification", thus meeting the criteria to be corroborated with the senhasegura Support Team. This also applies to all active customers with a valid support contract.

Organizations that wish to be part of the restricted group that works with the senhasegura Support Team can contact Partner Help, partnerhelp@senhasegura.com for evaluation.

3 Knowledge Base

senhasegura's clients and partners have direct access in an unrestricted manner to a complete repository of information containing detailed explanations and procedures for the adequate diagnosis and solution of items related to the company's portfolio. Furthermore, the senhasegura support team uses this same knowledge repository daily, feeding it with new information in conjunction with the community. This way, we guarantee that our clients and partners have access to up-to-date and efficient knowledge to solve their problems quickly and effectively.

Online Help Center - http://docs.senhasegura.io

Learn how to install, configure, manage and use senhasegura's solutions.

Access the rest of our knowledge base interfaces, Fast training, Community, Academy, PAM Solution Center, and Affinity Portal.

4 Definitions

- **Classification of Technical Support Cases -** Index that classifies the Contractor's operational difficulties in using senhasegura;

- **Client -** Also referred to as "Contractor," being the individual accessing or using the application or service, company or other legal entity on behalf of which such individual is associated and is accessing or using the one offered by senhasegura.

- **Contractor -** Also referred to as "Client," the individual accessing or using the application or service, company, or other legal entity on behalf of which such individual is associated and is accessing or using the one offered by senhasegura.

- **Correction -** Is any modification, repair, replacement, or upgrade of the senhasegura solution to resolve an adverse effect of the operation;

- **Defect -** A reproducible condition in which the senhasegura has not functioned as intended and stated in the user manual;

- **Error -** Error means a reproducible failure of the Application to perform in substantial conformance with its Documentation.

- **Business Hours -** 8 AM to 8 PM (EST - Eastern Standard Time) weekdays, Monday through Friday;

- **Working hours**: Office hours or availability of senhasegura professionals to receive notifications;

- **Official Support Languages -** senhasegura's support is available in Brazilian Portuguese (pt-BR) and US English (en-US). For other languages we suggest that you contact one of our partners to assist you better.

- **Start of service -** The moment when senhasegura starts serving a notification;

- **Notification -** Action taken by people authorized by the Client or Partner requesting some action from the senhasegura support team;

- **Partner -** Partner means any person or entity other than the End User, including, but not limited to, subsidiaries, affiliates, partners, suppliers, or companies resulting from a merger, division, or amalgamation.

- **Contract Period -** Support begins on the system's contracting date, and the contract can be renewed annually, as long as it is notified in advance;

- **Available Professional Services -** Contracted services as defined in the contract by definitions in SSG 5002 - EULA and the terms of use of the service defined in SSG 5003 - Terms of Service.

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5 Scope of Support

5.1 Hiring Plans

The senhasegura Support can be contracted in two ways as to the availability of the service.

Advanced 24x7* Includes Business Hours service to regular requests but can be extended when there are urgent problems, answering twenty-four hours a day, seven days a week.

Premier Support* Includes Advanced 24x7 remote support with a shorter response time and includes the following professional services:

Direct access to the Senior Engineer for "Urgent" and "High" criticality incidents.
1 assisted upgrade per year (24 x 7)
Incident response support regarding ransomware attacks for two days with two dedicated Engineers.

* In the Advanced 24x7 and Premier Support plan, the actions aim to restore the system and recover from critical failures. Non-critical requests will be answered during business hours.

> Note: Support focuses on resolving "urgent level" incidents and solving product problems.
>
> If the need is related to advice on the installation and use of the product, we can refer you to our Training Team or suggest one of our authorized partners provide local Support.

5.2 Contract Period

Upon signing the contract, the Support service is activated, and the contracted support officially begins. Based on the contracted Support time duration in years, the Support service termination is limited to the sum of contracted years to the day before the contract signing date.

5.3 Renewal of the contract

The contract can be renewed at the end of the current period and can renegotiate the service with the acquisition of a more significant number of licenses, additional modules of the same product, or additional products available in senhasegura's portfolio.

Every year, senhasegura surveys the active licensing consumed by the client, intending to adapt the contracted licensing to the quantity effectively consumed by the client.

5.4 Scope of Support

senhasegura offers support to its clients and partners that use the senhasegura software according to the scope of support defined in the contract. The scope of support includes

Clarification: Providing information about the use of the functionalities of the senhasegura platform and about the installation.

Correction of errors or problems: Correction of the senhasegura software purchased by the client to work as described in the user manual.

Crypto Appliance Maintenance: Repair of the device in case of malfunction. (If applicable).

Notes:

In the event of hardware replacement, the service SLA will be in accordance with the datasheet purchased by the customer.

In case of problems with the contracted solution, the client must inform Support, including a description of the expected behavior and the observed situation, as well as the steps needed to reproduce the problem. Support will investigate and respond as soon as possible.

5.5 Outside the scope of Support

To provide the maximum benefit to the Contractor, we have detailed some items that are not in the scope of the Support Team. senhasegura provides some of the services described below separately. Please consult your Partner for more details regarding Professional Services.

- Support related to new installations after the one performed for the first senhasegura production start-up;
- Use or alteration of the tool without a formal authorization by senhasegura or that violates *SSG 5002 - senhasegura's EULA;*
- Software upgrade - see Available Professional Services;
- Activities related to configuration, execution, or follow-up - see Available Professional Services;
- Data migration - see Available Professional Services;

- Environment testing - see Available Professional Services;

- Integration testing - see Available Professional Services;

- Training - see Available Professional Services;

- Software changes aiming to incorporate improvements. Improvements, when suggested by the Customer or Partner, will be analyzed and when considered valid, may be incorporated in the solution at senhasegura's sole discretion and made available in the time defined exclusively by senhasegura as detailed in *SSG 5003 - Terms of Service;*

- Implementation services on new equipment purchased or implemented by the Contractor;

- Help in reestablishing operation over situations caused by mistake by the Contractor or its equipment and/or software;

- In-person visits not established in contract - see Available Professional Services;

- Data collection, audit evidence;

- Execution of queries directly to the database of the solution provided by senhasegura;

- Test environment maintenance - see Available Professional Services;

- Use Support to mitigate the unavailability of trained employees of the Contractor;

- Use Support for activities that are appropriate for Professional Services;

- Any other item that was not described in the previous section, Scope of Support;

6. Criticality

The classification of the criticality level of the cases received by the Support team is made considering the availability and accessibility of the resources in senhasegura's portfolio. Therefore, the cases received by the Support team are divided into four categories:

C1 - Urgent: An unavailability situation where the Client cannot perform production work and an alternative solution is unavailable. Examples of support cases as Urgent:

- Users are unable to login to retrieve credentials or establish privileged sessions due to a server failure provided and actively supported by senhasegura;

- Users cannot establish privileged sessions, and there is no other way to access managed devices;

- A critical business process for the customer is interrupted, resulting in significant financial losses;

- System unavailable for all API calls or a business-critical application is not operational because it cannot retrieve its credentials.

C2 - High: Inability to access a critical session or password. An important function is unusable, and no workaround is available, but the customer can access and use other production functionality. Support Case Examples as High:

- Loss of redundancy;
- Performance issue that allows users to perform their functions;
- Intermittent problems that correct themselves without intervention.

C3 - Medium: Partial unavailability of functions or performance degradation, without preventing the use of senhasegura;

If there is a loss of a function or resource that does not seriously affect Client operations, a Medium criticality will be assigned. After the immediate resolution of a problem, Urgent or High, a root cause analysis will be performed at Medium priority. Examples of support cases like Medium:

- Individual user login problems;
- Problems related to the configuration of a new feature;
- Investigation of error messages;
- A small portion of users cannot access the application;
- Unexpected responses to individual API calls;

C4 - Low: Effects other than those categorized above and clarifications or requests for information;

The criticality of an occurrence, reported by the Contractor, can be altered by senhasegura if clarifications have been provided and a change in its impact has been identified.

7. How to submit a Support Request

We are committed to providing exceptional support to our customers worldwide. We provide a unique and differentiated service platform, available 24/7/365, with multi-language support, that offers efficient and personalized assistance for all our customers' demands. All open tickets go through a careful triage, ensuring that they are directed to the appropriate solution groups and treated with the best practices of the ITIL methodology. This way, we guarantee high quality and excellence in our services, fulfilling our commitments and exceeding our customers' expectations.

Clients with a senhasegura product with a valid support contract have access to our Technical Support services through the following channel:

- PAM Solution Center, a portal for the client with a senhasegura knowledge base.
    - support.senhasegura.com

Partners with a valid partnership contract and a certified professional can also access the above channels. In addition, phone support is also offered for urgent system unavailability problems through the following numbers:

- EMEA/APAC/AMER +55 11 3069-3932
- North America: (302) 3131-850

Note: All support for the Crypto Appliance should be directed to the senhasegura team.

7.1 How to submit an enhancement request ticket

If you are interested in sharing ideas on how to make the senhasegura solution more adherent to the most diverse use cases related to the management of Privileged Credentials, we encourage you to access the Online Feature Request channel at https://senhasegura.com/suggestions/ to send a request for product improvement or enhancement to the technology team.

The voice of the customer is essential to build a brand that is increasingly aligned with market needs. The technology team is interested in knowing your ideas and the improvements you would like to find in our solution.

7.2 Access to the available portals

- **Partners/Distributors:** To gain access to our portals, please e-mail affinity@senhasegura.com describing your user name, company name, corporate e-mail account, and phone number. Our partner team will validate the request and provide access to the following portals:
    - Affinity portal (for partners) - affinity.senhasegura.io
    - Pam Solution Center (for support) - support.senhasegura.com
- **Clients:** If there is no designated focal point during the purchase process, you can send an email to escalationlist@senhasegura.com requesting access to the authorized technical analyst, describing your full name, email, and phone number. If the customer focal point contact was stated in the purchase order, access will be created automatically, and the user will receive an email to activate their account.

7.3 Means of notification

To ensure effectiveness in resolving occurrences, users must register their request/incident through the service platform, clearly identifying users, credentials, services, and servers involved in the problem and, whenever possible, providing the information. In critical situations that must be resolved on the Advanced 24x7 plan, the notification must be done exclusively by phone.

The table below shows how to notify occurrences due to the type of support contract and the criticality of the occurrence:

Criticality	Means of notification
C1 - Urgent*	By phone and formalized in the support portal
C2 - High*	By phone and formalized in the support portal
C3 - Medium	Through the support portal
C4 - Low	Through the support portal

*Support team will not guarantee the response time for **Urgent** and **High** Criticality for any cases opened by email or the portal without a phone call.

7.4 Authorized persons

Access to the support platform will be restricted to users previously authorized by the senhasegura administration team.

Adding new users to the support platform must be requested and authorized by the contractor via a ticket.

All enabled users can open tickets and request and authorize services, but requests outside the support platform will not be accepted for security reasons.

7.5 Quality of notification

Notifications for errors or difficulties in use should be made by qualified personnel who operate the senhasegura solution to guarantee a productive conversation between Support and the user.

The requesting user must be able to reproduce the error conditions and explain the conditions under which the situation occurs to ensure the most effective Solution.

7.6 Notification details

When reporting an occurrence, the Contractor shall report:

1. Criticality of the event in its interpretation;
2. A description of the commands and procedures where the error occurs;
3. Specification of the software version in question;
4. Briefly describe the defect indicating the result obtained and the expected result;
5. Circumstances related to the discovery of the defect;

Note: If the Support agent provides any instructions or indicates any mitigation actions, the ticket criticality may be changed, and the Contractor will be notified.

7.7 Technical Response - What to Expect

Users can expect a response specified for the case priority. The response can include:

- The requested information or an answer to your question.
- A link to documentation or a knowledge base article.
- An explanation of a feature to help you understand how it works.
- A software update instruction to fix your case.
- A confirmation that the problem you reported is a known issue and whether a product fix is planned or alternative solutions are available.
- A request for additional information, such as
  - Additional details or specific tests to isolate the problem;
  - Instructions for generating logs for troubleshooting;
- A request to attend a remote session with a senhasegura Technical Support Engineer to solve the problem (remote sessions can be limited to 30 minutes, be punctual and have full access to reproduce your case is essential, be prepared to provide all the information requested by the specialist);
  - A. During the remote session, the Technical Support Engineer will ask, if needed, to remote control the Client/Partner computer to be able to analyze the scenarios reported in the ticket;
  - B. If the Client/Partner doesn't allow remote control during a remote session, resolution times of ticket requests can increase;
- Some resolution options you can choose from.

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7.8 Case resolution deadline

Our goal is to ensure that all cases are resolved quickly and efficiently. To this end, we consider a case to be resolved when one of the following criteria is met:

- The client or partner closes the case in our support portal or confirms that it has been resolved;
- Automatically, after 10 business days, if we believe the case has been resolved, but have not received confirmation from the customer or partner;
- Automatically, after 15 business days, if we have requested additional details or logs, but have not received them.

7.9 Service portal notifications

Notifications sent through our support portal will be counted as of the first hour of the business day following receipt of the ticket, even if it occurs outside business hours.

Note: Tickets opened via our support portal will only be monitored during business hours, as explained above.

8. Service level agreements (SLAs)

senhasegura offers SLAs with different response times, depending on the criticality of the ticket:

Criticality	Response Time	
	Support 24x7	Premier Support 24x7 *
Urgent	1 hour	30 min
High	2 working hours	1 hour
Medium	8 working hours	8 working hours
Low	18 working hours	12 working hours

Note: All professional services included in Premier Support 24x7 must be scheduled through the support portal.

9. Notification of software problems

When the manufacturer detects a software issue, they will promptly notify the Client, provide an alternative solution, and, once resolved, communicate the permanent fix. In this case, the client must use a temporary workaround to ensure that the problem does not affect the use of the system.

10. Non-compatibility of integrated platforms

senhasegura has a list of supported platforms and some supported integration standards. If integration with an unsupported system is required, senhasegura will evaluate the feasibility of integration and the relevance for the product. If the analysis concludes the relevance, a date of free choice by senhasegura for the integration can be set.

11. Software Update

When a new version of the software is released, Clients will be informed. It will be the Client's responsibility to schedule and execute the software upgrade in accordance with the company's change management policies.

12. Obligations

12.1 From Client or Contractor

The Client must cooperate with the company responsible for the software in connection with any support services, providing as much detail as possible about reported problems and taking all reasonable steps requested by the company to detect and provide further information about each problem. The Client shall ensure the readiness of its equipment, computerized systems and environment for the operation of the software, and shall ensure adequate conditions to enable the software to meet its obligations. This includes, without limitation:

- Allow remote access to the software;
- Ensure the availability of the personnel required to operate the software;
- Comply with the reasonable administrative requirements of the company;

- Provide the company or its representatives with the consent and monitoring of the customer's authorized employees, remote control access to the server where the software is installed;
- Provide network, access, and other relevant information to resolve the problem. Lack of this information can affect the resolution time without penalty to the senhasegura Support.
- In cases of preventive maintenance, the system may be essential. The Client must provide for the possibility of technical interruptions for periods of at least one hour per month.
- If required by the company, the Client will grant access to information, facilities, and equipment necessary or appropriate for the company to perform its support services.

12.2 From senhasegura

The company shall make commercial efforts to provide evaluation and advice to the Client, either directly by telephone or by ticket. Answers will be given to questions about the use of the software and its installation, configuration and documentation. In addition, general advice will be given depending on the notifications received. The sending and processing of e-mail inquiries will be subject to the guidelines that may be made available from time to time by the company.

13. Professional Services under contract

In order to enhance the experience of users who make use of our PAM software, we offer on-demand professional services on a contract basis to meet the specific needs of our clients and help them achieve outstanding results. These services complement basic technical support and can be contracted according to customer demand.

Professional services include activities such as:

- **Master Key Ceremony:** Redefining and generating files in specific directories;
- **Crypto PAM Device Maintenance:** Troubleshooting problems related to root passwords and the security database;
- **HA Test:** Validation of the operation of HA by shutting down one of the servers in a controlled manner and validating the transition of functions being taken over by the second.
- **DR Test:** Validation of the DR operation by disabling one of the sites and verifying the transition to another site with the validation of the functions being taken over by the second site.
- **Database Restore:** Import backup data from another instance of senhasegura, be it in production, testing or development.

- **Registering credentials and equipment:** Performing logging as listed in an Excel spreadsheet with IPs and host names.

- **Assisted configurations:** Assistance in configuring access groups, password policies, etc. The pricing is related to the complexity of the activity, having a definition of a minimum amount of hours.

- **Assisted upgrade:** A resource designed to perform upgrade planning and execution according to customer change management policies

- **Administrator Training:** Course to capacitate the client's professionals in the operation, installation, support and management of the senhasegura solution.

- **User Training**: We offer courses to train the professionals involved in the use of the senhasegura solution as the final users who will make use of senhasegura's functionalities in their daily activities.

- **Custom Password Change Templates:** If the customer needs an in-depth approach on creating password change templates, an expert will be assigned to explain and assist in creating a custom configuration for integration with different vendors (if a method is available).

- **Health check** : Consists in checking if the client's senhasegura instances are working with PAM best practices and suggesting improvements to exploit the full potential of the senhasegura product.

- **Deployment of senhasegura:** We work closely with your professional services team to ensure a successful deployment. senhasegura will assist your staff in every phase of a successful implementation, including the initial project planning call, the installation of your device(s), the configuration based on security best practices and the configuration of some of your specific use cases.

13.1 Pricing for Professional Services

The value of the services will be informed during the contracting process based on the current quotation.

All services are performed within the period of 8 hours/day having São Paulo business hours as reference, and can be contracted to be performed via remote access or in person. Additional fees may be charged for on-site services outside the city of São Paulo or when there is the need for attendance outside business hours.

14. Reference Documents

- SSG 5001 Data Privacy
- SSG 5002 EULA
- SSG 5003 Terms of Service
- SSG 5010 - Information Security Policy