

Achieve outcomes that matter most to you round the clock

Sectona is built on the foundation of customer success and happiness. We strongly believe our product is only as good as our support. We understand how critical privileged access management is for the success of your business. It is with that intent that we have carefully knit together our support organization for optimal customer success. Our support services enables you to reach our experts anytime to help resolve your issues quickly and efficiently.

/ We are here, anytime you need us

We have a global support team of experts available 24/7/365 by web or phone. Sectona Support Center offers an up-to-date technical knowledge base, support case registration & management, enablement session registrations and opportunities to connect with Sectona experts.

The enhanced support experience and packages provide options that enable a dedicated support line, expedited access to Tier 2 or Tier 3 support engineers, and more. No matter when you need us, Sectona's Support team is always here to help. We have got you covered round the clock.

/ Sectona SLA

With a 4-tiered service priority level matrix, Sectona is dedicated to serving its clients and helping them with their support needs at any time.

Priority Level	Response Time	Support Coverage Hours	Definition
Level 1 (P1) - Highest	90 Minutes	24/7/365	<p>PAM Production server or other critical system(s) are down affecting PAM accessibility and no workaround is immediately available.</p> <p>For E.g.,</p> <ul style="list-style-type: none">• Users are not able to log in to Sectona PAM to establish access to privileged sessions due to a failure in Storage, Network, Software etc.• A Business critical application is not accessible via Sectona PAM or is not able to checkout credentials from PAM vault• A critical business process is impacted due to one of the Sectona PAM service stopped functioning, resulting in significant financial losses

<p>Level 2 (P2) - High</p>	<p>6 Hours</p>	<p>12/7/365</p>	<p>Major functionality is severely impaired Operations can continue in restricted fashion, although long-term productivity might be adversely affected. Workaround is required.</p> <p>For E.g.,</p> <ul style="list-style-type: none"> • 1. One of the Sectona Load balanced Node/ Instance/ Jump Server impacted resulting in performance issue and unavailability • 2. Password management issues - password change to target assets failed, credentials checkout process failure • 3. Audit data - consistency issues, error in exporting data • 4. Intermittent issues, such as, slowness in accessing privilege sessions, event data sync issues with SIEM or other systems for alerts
<p>Level 3 (P3) - Medium</p>	<p>1 Day</p>	<p>12/5/365</p>	<p>Partial, non-critical loss of functionality. A problem that involved partial, non-critical loss of use of the software for production purposes or development purposes.</p> <p>For E.g.,</p> <ul style="list-style-type: none"> • Video log quality issues • Intermittent user login issues or login issues for specific users • Error occurred which is not part of Sectona Knowledgebase • Issues in working of new feature released as part of update • System logs reporting unknown errors messages
<p>Level 4 (P4) - Low</p>	<p>1 Day</p>	<p>12/5/365</p>	<p>General usage problem. There is no impact to production or other environments.</p> <p>For E.g.,</p> <ul style="list-style-type: none"> • Report missing information or clarifications required about Product Documentation • Not able to use a feature or functionality due to missing information or unaware of use case

/ Maximize value with Customer Success Manager

Sectona is committed to providing you with world-class support to optimize ROI. Our customer success manager will gain a deep understanding of your business goals to ensure you get the most value as your privileged access management needs evolve.

Customer Success Service	Objective	Deliverable - Add On (\$)
Success Reviews	Develop a success plan to understand your goals and drive adoption	<ul style="list-style-type: none">• Semi-Annual Training• Annual Training
Periodic Health Check	Monitor progress during periodic health check meetings	<ul style="list-style-type: none">• Monthly• Quarterly• Semi-Annual• Annual
Business Reviews	Monitor progress during periodic health check meetings	<ul style="list-style-type: none">• Semi-Annual• Annual

/ We have just the right channels for your needs



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Contact Via Email

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Explore Support

[Support Centre](#)

Sectona is a Privileged Access Management company that helps enterprises mitigate risk of targeted attacks to privileged accounts spread across data centers and cloud. Sectona delivers integrated privilege management components for securing dynamic remote workforce access across on-premises or cloud workloads, endpoints and machine to machine communication.

Sectona with its light, integrated approach provides a single console for securing passwords & secrets in embedded vault, secure access with cross-platform access technology & manage privileges over endpoints.

Sectona's extended platform capability supports Just-in-Time privileged access for implementing zero standing privileges and provides automation capabilities with its built-in Privileged Task Automation and Account Lifecycle Management.

For more information, visit www.sectona.com and follow [@sectona1](#) on Twitter or [@Sectona](#) on linkedin