AccuKnox®

Cloud Security
Professional
Services

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PREFACE

AccuKnox provides exceptional cloud security professional services for the hardening and protection of Public, Private, Hybrid Cloud deployments hosted globally.

Partnering with the right technology expert is crucial for a seamless and successful digital transformation. We offer specialized professional services in the following key areas:

1. **Onboarding**
2. **Operations & Maintenance**
3. **Reporting**
4. **Troubleshooting**

5. **Training**
6. **SLA for Feature Requests**
7. **SLA for Bugs Fixes**

Powered by a team of experienced cloud security specialists, we accelerate business productivity and manage business risks for your cloud journey - with 24/7/365 service, by certified technology experts, each with deep and broad skills across current and emerging technologies.

AccuKnox customer service portal is integrated with industry standard tools and automation platforms ensuring seamless service. AccuKnox assists proactively in improving business productivity.

Getting Started

A team of highly skilled support engineers are spread across global regions having a clear understanding of AccuKnox products and customer needs. As an AccuKnox customer, you can avail the services of a number of predetermined technical support contacts who can help you in debugging critical issues and provide solutions by following the procedures such as create cases, search AccuKnox knowledge base, review product documentation. The authorized contacts must be specifically named individuals.

Product Documentation

- The AccuKnox Documentation can be found here – https://help.accuknox.com/
- Empower your security team with the product knowledge they need to maximize the value of your solution. Through our on-demand courses and virtual or on-site instructor-led courses, we can ensure your practitioners are prepared to achieve your security goals. Please visit our Education site here – https://www.accuknox.com/certification/

Roles and Responsibilities

Role	Description
Customer	• Communicate business impacts of any technical issues appropriately. • Provide information reasonably requested by AccuKnox such as product logs, diagnostic files, debug data, packet captures as needed. • Provide timely responses to requests for information, files, and follow-up calls. • Engage internal technical and management resources appropriately. • Have internet access to join web meetings and share applications and desktops.
AccuKnox Solutions Engineer	• Understand the business impact of the customer's issue. • Provide technical expertise related to AccuKnox products and solutions.

Role	Description
	• Troubleshoot and resolve the customer's issue. • Provide status updates through the resolution process.
AccuKnox Technical Support Manager	• Ensure the highest degree of technical know-how in Technical Support. • Keep apprised of critical customer issues.
AccuKnox Customer Success Manager	• Understand customer requirements. • Recommend solutions with AccuKnox technology that meet requirements.

Email Support and Procedures

Preference #1 – Email at support@accuknox.com (or)

Preference #2 – Raise a support ticket using JIRA service desk ticket https://accu-knox.atlassian.net/servicedesk/customer/portal/1

→ First time users need a JIRA signup
→ Try opening in Incognito mode
→ Our Support team will respond back to the ticket ID within <24 working hours

Priority Level

When submitting a case, you will be asked for the Priority Level. The TSE will evaluate the case, compare it to the Descriptions listed below, and may change the priority of the case based on their discretion. Technical Support also has a Knowledge Base article which lists example issues for each priority level.

Technical Support Case Priorities

Technical Priority	Description
P1 - Critical	Product functionality completely degraded – critical impact to business operation
P2 - High	Product functionality severely degraded – severe impact to business operations
P3 - Medium	General errors/issues – product impaired however business operations remain functional
P4 - Informational	Basic information or assistance with AccuKnox products – little to no impact on business operations

Case Information Required

Getting pertinent information about your case up front reduces the back-and-forth communication and significantly shortens the time it takes to resolve an issue.

When opening a case, please be prepared with the following information:

- Contact Name and Name of Organization
- Business Impact and context, including any project schedules that are at risk
- Product
- Priority
- Screenshots, logs, and/or diagnostic files
- Was it working before? When did it stop? What, if anything, has changed?
- What error messages are received?
- When and how often does the problem occur?

At any time, Technical Support may require specific information pertaining to any of the above items or others that are unlisted. It is typical for Technical Support to ask to see these or speak with client resources in order to rule out any known issues

Support Levels & SLA Response Times

Severity Levels & Definitions

Severity Level	Definition	Examples
P1 (Critical)	AccuKnox is down and inaccessible. Severe service failure or degradation affecting multiple users.	• Users cannot access a business-critical application. • Consistent "page not found" errors prevent login.
P2 (High)	Partial service failure or mild degradation. Some, but not all, business resources are accessible.	• Admin console write-access issue. • Users experience slow access, occasional "page not found" errors. • Bug causing significant impact to service or integration.
P3 (Medium)	Minor service impact, affecting individual users or non-critical third-party applications.	• One user unable to access an application. • Difficulty integrating new business applications.
P4 (Low)	Minor impact or feature enhancement request.	• How-to inquiries • Feature enhancement requests.

SLA Response Times Based on Support Packages

Severity Level	Silver (Standard)	Gold (Premium)	Platinum (PremiumPlus)
P1 (Critical)	• First Response: 4 Hours • Subsequent Updates: 1 Business Day	• First Response: 1 Hour • Subsequent Updates: 2 Hours	• First Response: 1 Hour • Subsequent Updates: 2 Hours
P2 (High)	• First Response: 1 Business Day • Subsequent Updates: 2 Business Days	• First Response: 2 Hours • Subsequent Updates: 8 Hours	• First Response: 2 Hours • Subsequent Updates: 8 Hours

Severity Level	Silver (Standard)	Gold (Premium)	Platinum (PremiumPlus)
P3 (Medium)	• First Response: 2 Business Days • Subsequent Updates: 3 Business Days	• First Response: 2 Hours • Subsequent Updates: 48 Hours	• First Response: 2 Hours • Subsequent Updates: 48 Hours
P4 (Low)	• First Response: 2 Business Days • Subsequent Updates: 3 Business Days	• First Response: 8 Hours • Subsequent Updates: 48 Hours	• First Response: 8 Hours • Subsequent Updates: 48 Hours

Support Hours

Support Level	Support Hours
Silver (Standard)	12x5 (6:00 AM – 6:00 PM PT, Mon-Fri, excluding US holidays)
Gold (Premium)	12x7 (Extended Phone Support)
Platinum (PremiumPlus)	24x7 (Full Round-the-Clock Support)

Additional Support Features

| Feature	Silver (Standard)	Gold (Premium)	Platinum (PremiumPlus)
Training	Standard Training	Standard Training + 2 Student Admin Webinar Series	Live Training + 5 Student Premium Training Enrollments
Phone Support	12x5 Support	12x7 Support	24x7 Support
Online Support	Comprehensive Online Support	Comprehensive Online Support	Comprehensive Online Support
Adoption Services	None	None	Named Customer Success Manager

1. Onboarding

Scope:

- Installation and configuration of AccuKnox platform.
- Integration with existing security tools and infrastructure.
- Initial data collection and analysis.
- Creation of initial dashboards and reports.
- User training and knowledge transfer.

Delivery:

- Conducted by experienced AccuKnox engineers.
- Delivered remotely with options for on-site support.
- Includes comprehensive documentation and knowledge transfer materials.
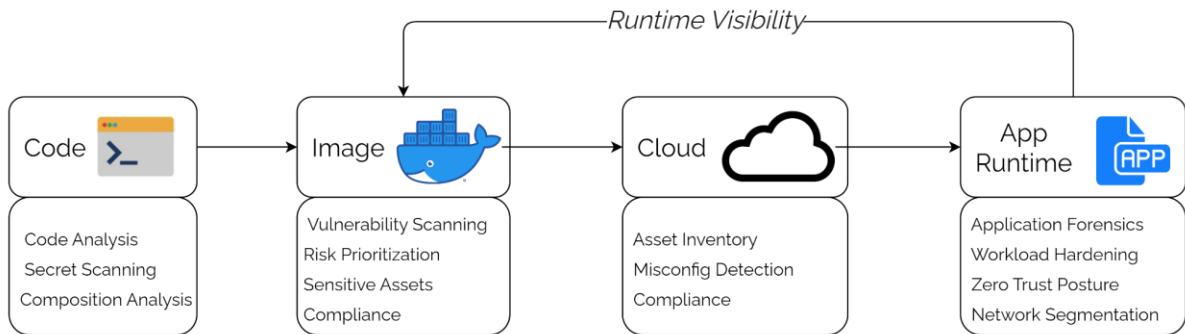
2. Cloud Support

Scope:

- Expert support for deployments on AWS, Azure, and GCP.
- Agentless and API-based deployments.
- Proactive monitoring and maintenance of cloud deployments.
- Troubleshooting and resolution of cloud-specific issues.

Delivery:

- 8 hours per day, 7 days a week support.
- Dedicated support engineers for cloud environments.
- Proactive monitoring and alerting for potential issues.

3. Cluster Support

Scope:

- Support for both agentless and agent-based cluster deployments.
- Real-time monitoring and analysis of cluster activity.
- Performance tuning and optimization of cluster performance.
- Troubleshooting and resolution of cluster-related issues.

Delivery:

- Support available 24/7.
- Dedicated support engineers for cluster environments.
- Proactive monitoring and alerting for critical issues.
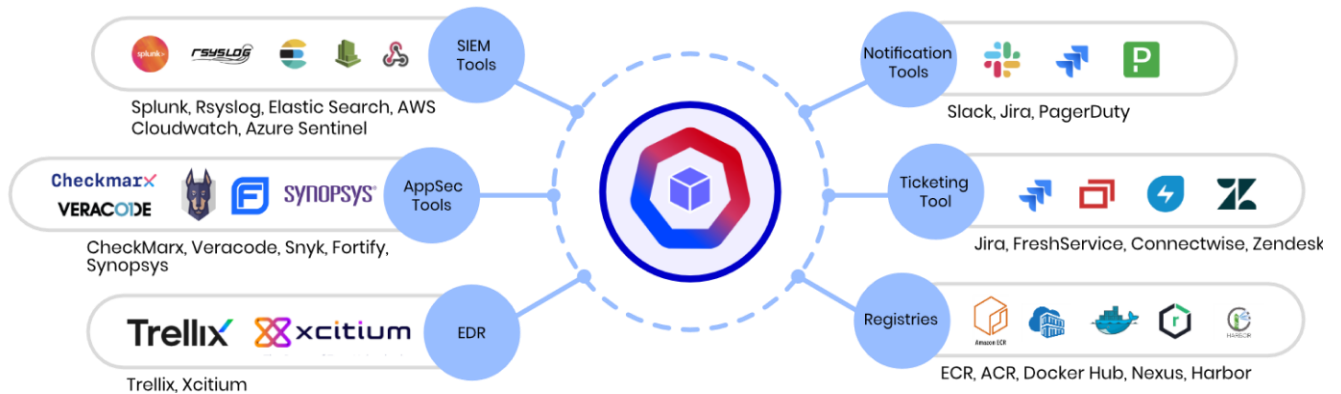
4. Container Registry Support

Scope:

- Secure and efficient management of container images.
- Vulnerability scanning and remediation of container images.
- Integration with CI/CD pipelines for automated image scanning.
- Best practices for container security and image management.

Delivery:

- Expert guidance on container security best practices.
- Assistance with implementing secure container image management processes.
- Troubleshooting and resolution of container registry related issues.

5. Operations & Maintenance

Scope:

- Ongoing monitoring and maintenance of the AccuKnox platform.
- Proactive identification and resolution of potential issues.
- Regular security assessments and vulnerability scans.
- Software upgrades and platform updates.
- Performance tuning and optimization.

Delivery:

- Flexible service level agreements (SLAs) to meet customer needs.
- Dedicated support engineers for ongoing maintenance.

6. Integrations

Scope:

- Integration with existing security tools and infrastructure.
- Custom integrations to meet specific customer requirements.
- Development and maintenance of custom connectors.
- Testing and validation of integrations.

Delivery:

- Experienced integration engineers with deep expertise.
- Agile development methodology to ensure timely delivery.
- Thorough testing and validation of all integrations.

7. SIEM Integration

Scope:

- Integration with leading SIEM platforms (e.g., Splunk, Elastic, Rsyslog).
- Real-time threat intelligence sharing with SIEM.
- Correlation of security events across different sources.
- Improved threat detection and response capabilities.

Delivery:

- Pre-built integrations with popular SIEM platforms.
- Custom integrations to meet specific SIEM requirements.

8. Ticketing System

Scope:

- Efficient and timely resolution of customer issues.
- Dedicated support channels for different service levels.
- Escalation procedures for critical issues.
- Knowledge base and a self-service portal for customer support.

Delivery:

- 24/7 support is available for critical issues.
- Dedicated support engineers for specific customer accounts.
- Regular communication and updates on issue resolution.

9. Custom Dashboards & Reporting

Scope:

- Development of custom dashboards and reports to meet specific customer needs.
- Data visualization and reporting tools for security insights.
- On-demand reporting and scheduled reports for regular analysis.
- Custom reporting for compliance and audit requirements.

Delivery:

- Experienced data analysts and visualization experts.
- Collaborative approach with customers to define reporting requirements.
- Regular updates and refinements to custom dashboards and reports.

10. Troubleshooting

Scope:

- Investigation and resolution of issues related to:
- Scans, assets, and findings.
- Platform performance and stability.
- Integrations with other tools.

- User access and permissions.

Delivery:

- Dedicated support channels for troubleshooting issues.
- Remote troubleshooting and diagnostics.
- Escalation procedures for critical issues.
- Knowledge base articles and FAQs for self-service troubleshooting.

11. Escalations

Scope:

- Handling of critical issues that require immediate attention.
- Dedicated escalation paths for critical incidents.
- Communication and coordination with relevant teams.
- Timely resolution and mitigation of critical issues.

Delivery:

- 24/7 availability for critical issue escalations.
- Dedicated escalation team for rapid response.
- Regular communication and updates on the status of critical issues.

12. New Feature Requests

Scope:

- Gathering and prioritizing customer feedback on new features.
- Communicating customer feedback to the product development team.
- Collaborating with the product team on new feature development.
- Providing feedback on new feature releases.

Delivery:

- Dedicated channels for submitting new feature requests.
- Regular feedback sessions with customers on new features.
- Transparency on the status of new feature development.

13. Video Conferencing Options

AccuKnox uses Zoom/Google Meet Video Communications for video conferencing when needed. The need for a Zoom meeting is at the sole discretion of Technical Support. Technical Support, when necessary, will schedule 30 minutes for a remote session with an agenda defined in advance. Real-time analysis of support case data will occur after Zoom meetings. Remote sessions will be rescheduled if failure to attend or arriving more than 5 minutes after the scheduled start of the meeting.

14. Case Resolution

A case is resolved with:

- Documentation of product behavior
- An acceptable workaround
- A software update or patch
- A fix to product documentation

15. Closing a Case

A case is closed upon customer confirmation of the resolution or lack of response over some time. A workaround or interim solution may be applied and the status also changed to Closed, with the consent of the customer. In only very rare circumstances (e.g. unresponsiveness, unprofessionalism) will Accuknox close a case without customer consent. Case context is preserved, and closed cases may be re-opened within 3 days.

16. Resources

- On-Prem deployment guide - [Document here](#)
- For more information, refer to help.accuknox.com

17. FAQs

1. **If constant support is needed can we engage on a messaging stream?**
   Yes, we can create a temporary Slack channel and discuss there

2. What are the resource requirements for the On-Prem deployment?

Nodes	vCPUs	Ram (GB)	Disk (GB)
4	8	32	256
5	4	16	128

3. Is a completely Air-Gapped On-Prem environment supported?

Yes, Accuknox can support completely Air-gapped

4. How to handle upgrades and what is the tentative frequency of updates?

- Regular software releases every month, release notes [here](#)

- AccuKnox will provide the latest version package, which can be installed in the target environment in simple steps

- AccuKnox Solutions Engineering and DevSecOps teams to assist in the latest package installation, if need be.

For more questions, visit: https://help.accuknox.com/faqs/

CISO, CIO, CTO

VP, Director Security

Protect Sensitive Cloud Assets, Protect them Everywhere!

Security is never an afterthought

Compliance Officer

Security Architect

DevSecOps & DevOps Engineer

Platform & Cloud Engineer

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*No strings attached, limited period offer!

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About AccuKnox

AccuKnox delivers agentless zero trust security for public and private cloud platforms to secure modern and traditional workloads.

AccuKnox®

in linkedin.com/accuknox

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