Skyhigh
Security

Customer Support Guide

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1.0 Getting Started with Skyhigh Support

Skyhigh Support offers highly trained and Skyhigh certified security professionals who provide you with the right information, tools, and programs to help you get the most value from your Skyhigh products. Our goal is to address potential issues quickly and provide you with best practices to deploy and maintain, to ensure your organization stays secure.

Skyhigh Security Technical Support Team is your primary point of contact for all post-deployment technical issues. Our team is staffed around the globe to provide 24x7x365 for all your needs and are prepared to provide follow-the-sun support depending on the severity of the issue and the entitled Support Program.

1.1 Support Locations

Paderborn, GE

Santa Clara, CA

Salt Lake City, UT

Plano, TX

Aylesbury, UK

Tokyo, JP

S. Korea

Bengaluru, IN

Bogota, CO

1.2 Accessing Skyhigh Knowledge Base & Learning

Prior to opening a service request, customers may find it useful to browse the Skyhigh Documentation Portal to access content that may provide a solution to the issue they are facing.

1.2.1 Documentation Portal

The Skyhigh Documentation Portal provides a quick and easy way to find resolutions to your questions. It offers a powerful search feature and quick links to top searches, recently added content, and common issues. Access and browse the documentation portal by navigating to Support | Skyhigh Security and clicking on the Start Here with Skyhigh Security link.

1.2.2 Skyhigh Champions Community

Skyhigh Community enables you to connect with other customers to learn and share solutions about Skyhigh products. Community members can post discussions, form user groups, share documents, and write blog posts. You must register to post, so join today! https://skyhighsecurity.influitive.com/

1.2.3 Skyhigh Security Training

Skyhigh Security training helps build a solid foundation in security concepts, and in-depth training on Skyhigh Security Cloud and related cloud products to help support your network and infrastructure. Customers can sign up for online training courses and Instructor-led training to pursue their learning.
https://success.myshn.net/Start_Here_with_Skyhigh_Security/Skyhigh_Security_Training/

1.3 Opening a Service Request

A service request is the primary method to engage the Skyhigh Technical Support Team if you encounter a post-deployment technical issue. A unique Service Request is required to track a single issue.

Opening a service request with technical support is easy and can be done using the Skyhigh Support Service Portal or by calling the Skyhigh Helpline.

1.3.1 Using the Support Service Portal

The Skyhigh Support Service Portal is accessible by navigating to https://www.skyhighsecurity.com/en-us/support.html. Please register within the portal to open and track service requests online and view your support history.

> Note: Skyhigh Grant Number is required when opening a Service Request via the Self-Service Support Portal. Your grant number allows you to access the Service Portal, get product downloads, and call Support. You will receive it by email after product purchase. If you lose your grant number, contact Skyhigh Customer Support Helpline.

1.3.2 Skyhigh Customer Support Helpline

The Skyhigh helpline phone number for your country are available and can be found by navigating to https://kcm.trellix.com/corporate/index?page=content&id=KB95597.

1.4 Information needed to open a Service Request

Before opening a case, you should have the following information available:

- Detailed description of the problem
- Tenant ID
- User Email Address
- Priority level and business impact of the problem
- Software version
- Appropriate configuration, log, and/or debug data
- Current network topology (not required but highly recommended for an efficient troubleshooting process for Sev1/Sev2 cases)
- Remote access for the Technical Support Engineer

2.0 Severity Levels

Every Service Request will need a Severity Level to ensure the impact and the urgency of the request matches the situation at hand. When opening a service request, a few questions will be asked regarding the impact of the issue to your organization and the impact to your business operations to help you determine the appropriate severity level for the issue.

2.1 Guidance to determine Severity Levels

Severity 1: Critical (or Business Wide) Impact

- Service is non-operational, and no users can access the system, or the functionality is significantly decreased, or security assessment for data can no longer be performed.
- The defect affects mission-critical systems or information in the production environment.
- This may include any defect related to Company or personal safety, system availability, overall data integrity or ability to serve Company.
- Skyhigh Security will work to progress and update Severity 1 issues 24/7 with global handover.

  Skyhigh Security will provide regular updates informing Customer of the progress to remedy the reported problem.

Severity 2: High Impact

- Service is operational with functional limitations or restrictions but there is minimal business impact.
- The issue has a significant impact on the functionality of the application/service.
- Skyhigh Security must start the correction of "Severity 2 Error" no later than four (4) hours following notification by Company.
- Skyhigh Security will work to progress and update Severity 2 issues 24/7 with global handover. Skyhigh Security will provide regular updates informing Customer of the progress to remedy the reported problem.

Severity 3: Medium Impact

- Service is operational with functional limitations or restrictions that are not critical to the overall system operation.
- The issue has a moderate impact on the functionality of the application/service. However, the application/service remains usable by all groups.
- Skyhigh Security will work to progress and update Severity 3 issues during regional business hours.

Severity 4: Low Impact

- Service is operational with problems or errors, which have minor impact on system operations.
- Will include documentation, configuration related requests or general questions. The issue has a minor impact on the functionality of the application/service.

3.0 Support Program Summary

Skyhigh Care Plans help customers extract the most value from their technology investment. Our Care Plans provide access to a team of experienced and knowledgeable engineers who are always eager to help customers get the best value by providing guidance to implement features and updates, anticipate challenges and changes in their security environment, and improve threat analysis. Skyhigh Care offerings combine professional services credits, training credits, and depending on the plan, some designated Customer Success Managers (CSM) and/or Technical Account Managers (TAM).

3.1 Skyhigh Care Plans

Skyhigh Security Premier Care Plan – This success plan will entitle you to product-based Professional services options, delivered by consultants, including technical assessments, upgrade assessments, design reviews and optimization services. Solution Advisory options include custom workshops to address timely topics such as data privacy and cloud security. The Premier Success Plan also includes the services of an assigned in-region Customer Success Manager* (CSM) and an assigned in-region Technical Account Manager (TAM), who complements strategic programs with SSE insight. The success plan will entitle you to elevated support response times, including a maximum 30-minute response for Severity 1 SRs and a 1-hour response for Severity 2 SRs. Professional services will be included for 40 days. Health checks are also included.

Skyhigh Security Enterprise Care Plan also includes integrated Professional Services, on-demand eLearning, and product-based solution services options including technical assessments, upgrade assessments and design reviews. The Enhanced Success Plan also includes the services of a remote customer success manager (CSM) and an assigned remote Technical Account Manager (TAM), who complements strategic programs for your SSE journey. The success plan will entitle you to elevated support response times, including a maximum 1-hour response for Severity 1 SRs and a 2-hour response for Severity 2 SRs. Professional services will be included for 20 days. Health checks are also included.

Skyhigh Security Basic Care Plan includes 5 days of professional services to get the product fully deployed and operational. A remote CSM is assigned to work with the customer as part of this offering. This offering also includes access to e-learning and webinars.

3.2 Response and Update times by Severity & Care Plan

Response Charter	Skyhigh Care Plan	Severity 1	Severity 2	Severity 3	Severity 4
Initial Response	PREMIUM-CARE	30 min	1 hour	4 hours	1 Business day
	ENTERPRISE-CARE	1 hour	2 hours	4 – 8 hours	1 Business day
	BASIC-CARE	2 hours	4 hours	1 Business day	2 Business days
	STANDARD SUPPORT*	2 hours	4 hours	1 Business day	2 Business days
Update Frequency	PREMIUM-CARE	At least once per hour unless agreed otherwise with the customer	At least twice per day unless agreed otherwise with the customer	Negotiated with the customer	Negotiated with the customer
	ENTERPRISE-CARE				
	BASIC-CARE	At least once every 2 hours unless agreed otherwise with the Customer	At least once per day unless agreed otherwise with the Customer		
	STANDARD SUPPORT				

4.0 What happens after a Service Request is opened?

Once the Service Request has been opened, it will be routed to the next available Technical Support Engineer
(TSE) for handling. We treat each Service Request as a partnership between our team and the customer, and as such will partner together to resolve the issue.

4.1 Support Ticket Resolution Process

The TSE will make use of all required resources to provide a resolution to the reported problem. When a resolution is not readily available, the TSE will identify ways to provide a workaround to mitigate the impact of the problem until a resolution is available.

As part of the resolution process, the TSE may take any of the following steps:

- Review configuration/debug information to identify resolution of the issue.

- Gather any relevant logs from the system as required.

- Request additional logs from you as needed.

- Replicate the scenario/issue in the Tech Support lab (when possible)

- Troubleshoot live on the affected network.

- Create an engineering defect (bug) where a cause appears to be a product defect.

4.2 Checking the Status of your Service Requests

The Skyhigh Support Service Portal offers several options for viewing the status of your Service Requests.

- View My Open Service Requests

- View All My Service Requests

- View All My Company Service Requests

4.3 Product Defect (Bug) Reporting Process

Please check the product release notes for the latest information on known issues or existing bugs with our products. Any new and suspected product defects (bugs) found in the field should be reported to Skyhigh Security Support using the problem reporting procedure described above. The technical support team verifies all issues before they are escalated to development engineering and all known product defects are documented.

4.4 Support Escalation Matrix

If, for any reason, you are not satisfied with the progress of your service request, you can escalate the service request by email or by calling the Customer Helpline phone number. Support escalation contacts are available 24x7x365 and will follow up the escalation and assign the proper resources to help drive the service request to a resolution.

- By Email – Send email to dutymanager@skyhighsecurity.com

- By Phone – Locate the number for your region using https://kcm.trellix.com/corporate/index?page=content&id=KB95597

5.0 Providing Feedback – Skyhigh Customer Satisfaction Survey

When the Service Request comes to a resolution and is closed, a Customer Satisfaction Survey will be sent for you to complete at your convenience. This is an opportunity for you to let the support team know how we are doing, and the feedback is shared directly with our leadership team. The leadership team uses this data to celebrate our wins and improve processes where needed.

All surveys will have the sender address - Qualtrics Survey listening@cx2.skyhighsecurity.com.

Some questions presented in the survey are shown below:

1. How Satisfied are you with the overall support experience?

    a. This question helps us to gauge your satisfaction with the service that Technical Support delivered. You can provide additional feedback through the attributes and comment section of the survey.

2. Please tell us what you like most about your support experience.

Prompt	Rating
(Please Rate) The technical competence of the support engineer who handled your case.	(1 – 10)
(Please Rate) The responsiveness of the support engineer who handled your case.	(1 – 10)
(Please Rate) The quality of the resolution provided.	(1 – 10)
(Please Rate) Your level of effort to obtain a resolution of the case	(1 – 10)
(Please Rate) The Skyhigh security product you contacted us about	(1 – 10)
(Please Rate) Skyhigh Security Support Portal	(1 – 10)

6.0 Additional Resources

To help keep you up to date on the latest threats and product updates, Skyhigh Security offers several alerting services and online resources for you.

6.1 Skyhigh Connect

Skyhigh Connect is our way of updating you on new releases, training, and upcoming maintenance. You can expect a bi-monthly update, as well as critical/time-sensitive product notices.

You must sign up to receive Skyhigh Connect emails. If you already receive Skyhigh Connect emails, you can update your preferences using the link below.

Skyhigh Connect includes:

- Upcoming and new product release information
- Support, maintenance, and critical notices
- Information aggregated into as few emails as possible

Sign up for Skyhigh Connect here:
https://www.skyhighsecurity.com/about/preferences-center.html

6.2 Incidents

If you encounter a Skyhigh Incident, the first step is to review the portal to determine if there is an incident that has already been identified. To check for incidents, or to identify the status of Skyhigh Security Services please visit https://trust.skyhighsecurity.com/.

If not already identified by Skyhigh, Incidents can be created using the Self-Service Portal, or by calling the Helpline.

7.0 Feedback About This Guide

If you like to see additional information included in this guide or discover any errors, please contact us at feedback@skyhighsecurity.com. We welcome your feedback!