

LevelBlue

Secure What's Next.

Security Technology Management TAC Services Guide

[Document subtitle]



Legal Notice

The most current version of this document is available from the Fusion **Support** menu | **File Cabinet**.

Contact Trustwave Fusion Support

- Chat with a Trustwave Support person through **Support** | **Chat**
- Submit a ticket through **Support** | **Tickets**
- Phone Security Technology Management (STM) at +1.866.659.9097

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Introduction

LevelBlue offers extensive maintenance and support packages to all our customers. LevelBlue will help you select the most cost-effective support package for your environment. LevelBlue provides support via telephone, email, and customer support portal. Our secure customer support portal allows Security Technology Management (STM) customers to submit support requests, questions, concerns, or any other issues to the LevelBlue Security Technology Management in a protected manner. All support issues are tracked via an internal "ticket." Every ticket is categorized by the type of issue, triaged according to the priority of the issue, and then assigned to the proper level of support personnel. If a particular issue requires additional attention, our escalation procedures ensure every issue is addressed by an appropriately skilled engineer in a timely manner.

We at LevelBlue realize that efficient and responsive support for our security systems is critical to our customers' ongoing business operations. Our support commitment is based on sharing information, responding quickly to changing needs, and working through problems and solutions together with our customers. LevelBlue's comprehensive support programs are aimed at preventing problems from occurring and helping you to recover swiftly if they do.

In applicable cases, it is exclusively the Partner who contacts LevelBlue. However, LevelBlue is aware that for some customers, support contact will be performed directly (see also Section 1.2, Partner Responsibilities).

1 Scope of Support

1.1 Definitions

Term	Definition
Partners	Includes LevelBlue's authorized Distributors and Resellers.
Customer	Refers to the company, organization, government department or other group entity that is the end user of the product – and is under a paid Support Plan.
Software and Appliance	Refers to the hardware device and/ or installed software provided to the Customer. This document applies to all non-managed appliances and software presently marketed and supported by LevelBlue.
Third Party	Refers to software or hardware suppliers with which LevelBlue has a contractual relationship and whose technology is integrated with a LevelBlue product or as a hardware supplier (OEM relationship).
Standard Support	Refers to the basic support offering.
Premium Support	Refers to the comprehensive support package which includes enhanced services.
Call, Case, Ticket	Refers to a reported problem, to be logged and subject to the case handling process.

1.2 Partner Responsibilities

Partner responsibilities vary by partner and region.

1.2.1 Partner Obligations

In some instances, LevelBlue Partners provide Tier 1 customer support. This obligation means that Partners are the primary customer interface and are obligated to open a support case and collect all relevant case information.

Partners are provided with the technical knowledge and analysis services to help them solve current Customer problems and proactively anticipate and prevent technical problems.

1.2.2 Partner RACI

	Task	Partner	LevelBlue
End Customer Support	Initial Customer Contact - Receive and log customer support requests. - Categorize and prioritize incoming tickets.	R	I
	Basic Troubleshooting - Troubleshoot common technical issues using your knowledge base, FAQs, relevant logs and troubleshooting guides provided. - Consult with LevelBlue for assistance with complex issues following escalation procedures.	R	CI
	Escalating to LevelBlue - Partner to ensure thorough documentation of the problem, including any mitigation efforts already attempted. Gather all relevant logs, configurations, and additional information necessary for continued troubleshooting.	R	I
	Configuration Management - Assist customers with basic configuration tasks. - Consult with LevelBlue for complex configuration changes.	R	C
	Knowledge Base & Documentation Access - Utilize the knowledge base, FAQs, and troubleshooting guides provided by LevelBlue to resolve customer issues. - Inform LevelBlue of any discrepancies or missing information in the resources.	R	I
	Customer Communication - Clearly communicate with customers regarding support requests, issue resolution timelines, and escalation procedures. - Keep LevelBlue informed of any customer communication or ongoing challenges.	R	I
	Escalation Management - Escalate intricate or specialized issues beyond personal expertise to LevelBlue, adhering to predefined protocols.	R	I
	Trouble shooting Meetings - Partner is responsible for initiating and organizing meetings between the end customers and LevelBlue. This includes setting up meeting times, agendas, and ensuring that all necessary resources and personnel are available for the meeting. *	R	I
Installation/ Onboarding	Pre-Installation Planning - Collaborate with the customer to understand their environment, deployment needs, and security requirements. - Consult with LevelBlue for technical guidance on complex integration scenarios.	R	C
	Software Installation & Configuration - Install software on the customer's designated systems according to provided installation guides. - Configure the software based on the customer's specific needs and pre-defined security policies. - Consult with LevelBlue for troubleshooting complex installation or configuration issues.	R	C

User Training - Conduct basic user training on the software functionalities based on training materials and resources provided by LevelBlue. - Consult with LevelBlue for advanced user training needs or customization of training content.	R	C
Testing & Validation - Perform basic system testing to ensure proper functionality of the installed software. - Validate the security posture and configuration according to pre-defined success criteria. - Inform LevelBlue of any critical issues discovered during testing.	R	I
Documentation & Knowledge Transfer - Provide the customer with relevant user guides, configuration documentation, and knowledge base access for ongoing reference. – Inform LevelBlue of any gaps or missing information in the provided documentation.	R	I
Post-Installation Support - Provide initial post-installation support to the customer for basic troubleshooting and configuration adjustments. - Consult with LevelBlue for escalating complex post-installation issues.	R	C

* The sole exception applies to end customers with premium support who experience a critical issue (Priority 1) outside of regular partner business hours.

1.2.3 Priority Definitions

STM uses this scale to prioritize all cases submitted.

Priority 1: Critical Business Impact: Product issue causing complete loss of service. Priority 1 issues are reserved for issues customers are facing while in production. A testing or laboratory failure does not share the same priority level.

Priority 2: High Business Impact: Represents one of the following: A product issue causing significant impact to the customer’s mission; important sub-component of product not functioning, or intermittently functioning; serious degradation in performance of system. Priority 2 applies to customers in production or issues delaying the deployment of the system to production.

Priority 3: Medium Business Impact: Represented by: One or more secondary functions of system not functioning; Minor performance degradation; Functionality loss not critical to business; Important question from client needing resolution.

Priority 4: Low Business Impact: Represents Issues or questions not critical to the overall mission of the client.

1.3 Support Exclusions

LevelBlue has no obligation to support any of the following as part of the support contract:

- Modification of software code, specific configuration information, audit, security, and topology design.
- Products that are not on a currently supported release (after EOL or EOS).
 - For details of supported versions, refer to the LevelBlue Knowledge Base.
 - STM will attempt to assist in resolving issues with unsupported versions, time permitting. However, cases relating to supported versions have priority.
- Software products: Operating system support.
- Software products: Third party application support for software that was not licensed from LevelBlue.
- Appliances or software not purchased through LevelBlue accepted channels.
- Support cases for which no support contract is in effect, including expired Support contracts and/or subscriptions.
- Damage caused to the Product(s) – or any part thereof – by accident, the elements, failure in electrical power, computer viruses, acts of God, the use of unauthorized parts (or software) or negligence of Customer or any of its employees or representatives. Work performed by LevelBlue on the Product(s) for any such cause shall be billed to the Customer separately from this policy at LevelBlue’s prevailing rate for parts, labor, and travel expenses.
- Product training
- Step-by-step installation instructions or upgrade services.
 - Customers are responsible for performing product installation and upgrades. Customers may contact STM with specific installation or upgrade questions or issues. STM is not expected to assist with an entire installation or upgrade.
- Onsite services.

Issues related to the need for training, implementation assistance or upgrade services will be referred to our professional services or sales team who will work with the partner or customer to arrange the services needed.

1.3.1 Software Fixes

Where an issue is identified with any product version that is not the latest supported release, STM will determine whether the issue affects the latest supported release. If the issue is fixed in the latest release, STM may instruct the customer to upgrade as a full resolution of the issue.

Where an issue is identified that affects supported product releases and requires Engineering effort, LevelBlue normally provides a fix for the latest supported release only. Time permitting, LevelBlue may also provide fixes for other supported versions.

2 Support Services

LevelBlue's technical support is defined to provide the Partner and Customer with the solutions and knowledge to ensure that the Customer derives maximum satisfaction and benefits from LevelBlue's Security products. This section explains the communications and problem-solving methods that need to be employed to achieve this goal.

The Customer is entitled to technical support during the license subscription period. LevelBlue does not take a "one size fits all" approach to support. Instead, LevelBlue has developed a variety of services that respond to the diverse requirements of Partners and Customers. LevelBlue's technical support is a 3-tier based system which starts with the Call Center team (Tier 1), includes a Tier 2 technical support team, as well as Senior Engineers (Tier 3). LevelBlue's tiered support plans provide maximum flexibility based on Partners' and Customers' specific business needs. LevelBlue combines state-of-the-art technology with a highly skilled team to deliver world-class support via an international infrastructure. Support Centers are strategically located in all three Global regions (Americas, EMEA, and APAC).

Support services are delivered using a variety of media, including the web, chat, and telephone. The LevelBlue Call Center provides services using trained engineers that enable Partners and Customers to find the information they need to resolve problems immediately – with 24x7x365 options available. In addition, a centralized one-stop knowledge portal of technical support solutions is available for Partner and Customer use. The LevelBlue Knowledge Base includes detailed descriptions of known and proven solutions to technical, installation and configuration issues, along with "how to" solutions.

2.1 Online Service Support

For assistance 24 hours a day, LevelBlue online support resources are available on the website. These resources include:

- [Knowledgebase](#)
- Customer Forums (Specific products)
- Product downloads, software, and documentation via the [Support pages](#) or Customer Support Portal (for details of the Portal, see Section 4.1)
- [LevelBlue License portal](#)

3 Contacting Security Technology Management

There are three methods available for contacting STM:

1. Customer Support Portal
2. Chat
3. Phone

3.1 Customer Support Portal

Your **primary** method for submitting support requests to STM is through the Customer Support Portal. The Fusion Portal is your interface to creating and viewing STM requests and to the STM knowledge bases.

By utilizing the Fusion Platform, you are:

- **Authenticating** yourself as an authorized user so your request does not have to be authenticated manually by STM.
- **Encrypting** the request securely via SSL encryption.
- **Documenting** the request in writing so that STM has a clear understanding of the request.
- Once you submit a request via the Customer Support Portal, a Technical Support Engineer assesses the request to ascertain whether it can be promptly resolved, requires additional investigation, or needs escalation. You will receive a support request number via the Support Portal for your records. If our Technical Support Engineers need more information, they will contact you directly through the portal or by phone.

3.1.1 Customer Support Portal Instances

The Customer Support Portal is available on three regional instances:

- AMS (Americas): <https://fusion.trustwave.com>
- AUS (Australia and Asia Pacific): <https://fusion.aus.trustwave.com>
- EMEA (Europe, Middle East, and Africa): <https://fusion.emea.trustwave.com>

3.2 Chat

Your secondary method of submitting requests is through the use of the Fusion Platform's Chat functionality.

A support request may be initiated using the Chat feature under Support. Customers can initially go through self-service articles or communicate with a live agent for support.

3.3 Phone

Contact STM immediately to file a support request with the utmost urgency. This option should be utilized in situations such as P1 outages, potential security concerns, or when you have a time-sensitive issue that requires instant resolution.

LevelBlue works hard to prioritize the most pressing customer issues to handle all support requests quickly and provide the most efficient service. That is why it is important that general support questions and support requests are submitted through the primary (Support Portal) and secondary (chat) methods listed above so your request can be prioritized appropriately.

Please reference the [Support Contact Matrix](#) located on the LevelBlue website.

3.4 Service Hours and Service Methods

3.4.1 Hours of Operation

LevelBlue is a worldwide company with 24x7x365 operations. Nonetheless, normal business hours for technical support vary by region. The following schedule is currently in effect:

- Americas – 7AM to 7PM CST (GMT -6/-7) – Monday – Friday (The entire North and South American Continents)
- Asia Pacific (APAC) – 8AM to 5PM NZST (GMT +12/+13) – Monday – Friday (Australia, New Zealand, Southern Pacific, East Asia)
- Europe, Middle East, Africa (EMEA) – 9AM to 5PM CET (GMT+1/+2) – Monday – Friday [Europe (East & West), Middle East (West Asia), African Continent]



Note: Daylight Savings times are observed for each office location/time zone as noted. Daylight Savings dates for your time zone may differ from the dates for the office locations..

3.5 LevelBlue Support Options

The tables below outline the support levels provided by LevelBlue's STM. LevelBlue response levels have been designed to allow STM to deliver a consistent support experience to all our customers in terms of priority levels and response time expectations.

LevelBlue Support	Standard	Premium
Software Updates/Maintenance	Yes	Yes
Advanced Appliance Replacement (if applicable)	Yes	Yes
Access to LevelBlue Self-Service Support Portal	Yes	Yes
Access to Knowledge Base	Yes	Yes
Support Hours	Business Hours Local Time	24x7x365 for critical issues
Higher priority response to support incidents		Yes

3.5.1 Problem Closure

The initial status for a Case is **New**. Although other statuses will likely be set as the case progresses, the case will remain open until the Status is set to **Closed**. If the case status is set to **Resolved**, it will be automatically closed if there is no customer response after 5 days. Email notification will be sent to the customer contact if the case is automatically closed.

LevelBlue will notify the Customer or Partner upon the closure of a Case and promptly prepare a detailed description of the closure and resolution (if applicable) in the portal unless the case is

automatically closed due to non-response. Cases can be reopened at any time via the LevelBlue Customer Portal.

3.6 Support Services

The Standard Product Maintenance and Support service option offers access to in-depth technical expertise, updates to products and product enhancements. This option provides swift, cost-effective support to product and security issues. Standard technical support for all product lines is available during normal business hours Monday through Friday, excluding LevelBlue's recognized holidays (Please reference section 3.4.1 for regional business hours.)

3.6.1 Standard Support Features

- Access to product and technical experts via telephone and portal-based technical support analysts.
- Product updates and enhancements.
- Security updates.
- Access to LevelBlue Customer Portal.
- Online incident submission and tracking via Customer Support Portal.

3.6.2 Standard Support Service Level Goals

Priority	Initial Response	Client Update Frequency until fix plan provided	Formal Resolution Method
1	1 hour*	As Needed	Patch or Hot Fix
2	2 hours*	As Needed	Patch or Hot Fix
3	4 hours*	3 Business Days	Candidate for Next Release
4	1 Business Day*	Weekly	Candidate for Next Release

3.7 Premium Support Services

The Premium Support service offers the most proactive and comprehensive service available. This level of service is perfect for organizations seeking a security partnership with LevelBlue. Please note that this level of service is only available for certain product lines and only covers Priority 1 issues (Please reference section 4.8 for Priority Definitions). Please contact your LevelBlue Sales Representative for available product lines.

3.7.1 Premium Support Service Level Goals

This service level provides all the benefits of Standard Support plus:

- Highest priority response to support incidents.

- 24x7x365 support for level 1 priority issues. After hours issues must be submitted by phone.

Priority	Initial Response	Client Update Frequency until fix plan provided	Formal Resolution Method
1	30 minutes After hours: 1 hour*	As Needed	Patch or Hot Fix
2	1 hours*	As Needed	Patch or Hot Fix
3	2 hours*	2 Business Days	Candidate for Next Release
4	4 hours*	3 Business Days	Candidate for Next Release

* Normal Business Hours per region

3.8 Priority Definitions

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3.9 Case Resolution and Escalation

3.9.1 Case Resolution

LevelBlue technical support makes every effort to resolve all issues as quickly as possible. While we would like to be able to commit to resolving issues in a specific time frame, the nature and complexity of technical issues makes it impossible to do so. Technical issues are managed by the engineer assigned to the case. They maintain responsibility for the progress of the issue inside LevelBlue and are empowered to engage all resources necessary including support management, development, quality engineering, and sales to come to a satisfactory resolution. Additionally, all escalations are closely monitored by the support management team to ensure that they progress appropriately.

LevelBlue will identify workarounds for Priority 1 and 2 issues where applicable and supportable. When a workaround has been identified, LevelBlue will provide the appropriate level of Quality Assurance (QA), and upon completion of QA, will roll out the patch within 48 hours.

3.9.2 Case Escalation

LevelBlue is here to aid in the swift resolution of any issue. Please employ the following path to [escalate based upon the priority of the specific issue](#).

First Option

- Have your ticket number ready and dial +1 866-659-9097, option 2,2.
- International customers can find local phone numbers at [Global Product and Service Support](#).
- Request to speak to a Tier 2 Engineer.

Second Option

- Have your ticket number ready and dial +1 866-659-9097, option 2,2.
- International customers can find local phone numbers at [Global Product and Service Support](#).
- Note the ticket number for your issue and request to speak to an STM Manager.
- Please note that Managers are available 24 hours M-F and are available on-call on the weekends.

Third Option

If the above methods were employed and further escalation is needed, please contact LevelBlue Management directly:

William Martino

Director, Security Technology Management -

AMS Mobile Phone: +1 303.941.6894

Email: wmartino@trustwave.com

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Director, Security Technology Management –

AUS/EMEA Mobile Phone: +63 998.977.1284

Email: araymundo@trustwave.com



Note: Escalating Support issues during non-business hours and holidays is limited to Premium Support customers for Priority 1 issues only.