



# OpenEx Enterprise Support

## Product Summary

Filigran’s OpenEx Enterprise Support subscription provides organizations with professional assistance along their deployment, maintenance and usage of the platform. It ensures them guaranteed response time and prioritization of their requests and questions.

### ★ Standard Technical Support

- Ticketing system
- 10/5 support coverage
- 24 hours response times
- Urgent issue 4 hours SLA
- Security notifications
- Unlimited questions and issues
- 2 health checks per year
- 1 architecture & integration workshop per year

### ◆ Premium Technical Support

- Ticketing system & Phone Number
- 24/7 support coverage
- 12 hours response times
- Urgent issue 2 hours SLA
- Security notifications
- Unlimited questions and issues
- 4 health checks per year
- 2 architecture & integration workshops per year

Severity Level	Standard Response Time	Premium Response Time
Severity-3: low issue	24 hours	12 hours
Severity-2: medium issue	24 hours	12 hours
Severity-1: major issue	4 hours	2 hours

### What is a health check?

Filigran has developed private tools to collect and analyze platform configurations, metrics and high level KPIs (not the data). After launching this tool, the engineering team is able to provide guidance to administrators in order to enhance stability and configuration.

### What is a workshop?

Filigran Technical Account Managers handle support requests and are also able to assist organizations in the deployment and configuration of the platform to cover their use cases and ensure a proper integration with their ecosystem.

Support Email Address	Support Portal URL
support-openex@filigran.atlassian.net	<a href="https://filigran.atlassian.net/servicedesk/customer/portal">https://filigran.atlassian.net/servicedesk/customer/portal</a>

## About Us

Filigran provides cyber threat intelligence, knowledge subsystems and crisis response solutions to thousands of cybersecurity and crisis management teams across the world. By developing open-source platforms such as [OpenCTI](#), [OpenEx](#), [OpenCrisis](#) and [OpenRiskManager](#), Filigran actively participates in the defense and the preparation of organizations against threats and events they fear. Find more information at [filigran.io](https://filigran.io), follow us on [LinkedIn](#) and [Twitter](#).