



SIGNATURE SUPPORT.

Enterprise-grade coverage for teams where downtime is not an option.

NO COVERAGE GAPS

24/7

Support coverage, 365 days a year

A TEAM, NOT A QUEUE

Named CSM

Dedicated account management and strategic oversight

INVESTIGATORS IN YOUR CORNER

Expert-backed

Investigator implementation guidance and support by Binalyze's Expert DFIR team

WHAT'S INCLUDED



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- **24/7 Support Coverage**
Tickets received, triaged, and responded to at any hour. No blackout periods.
- **Contractual SLA Response**
P1-P4 response times backed by your service agreement, not best-effort.
- **Priority Ticket Routing**
Signature tickets automatically elevated above standard queue.
- **Dedicated Customer Success Manager**
Named CSM for account ownership, strategic guidance, and long-term success planning.
- **Guided Deployment & Configuration**
Structured setup and validation of your Binalyze AIR environment.
- **Quarterly Proactive Health Checks**
Assessment of deployment against best practices: config, version, integrations.
- **Quarterly Executive Business Review**
Strategic review with Binalyze and customer leadership.
- **Early Feature & Beta Access**
Closed beta invitations and roadmap briefings before general availability.
- **Annual Services Hours Allowance**
Up to 10 hours of IR Assist, Advanced Implementation, or Consultation Services, valued at \$5,000 USD.
- **Onboarding Training Sessions**
Two instructor-led remote sessions: platform foundations and advanced workflows.

SLA RESPONSE TIMES



RESPONSE TIMES

24/7 coverage applies to support response and triage. P1 response time = first human acknowledgement. SLA clock starts on Service Request submission.

PRIORITY	SEVERITY	DESCRIPTION	ESSENTIALS	SIGNATURE
P1	Critical	Platform down / core unavailable	1 bus. day	2 hrs (24/7)
P2	High	Non-core function impaired	2 bus. days	4 hrs (24/7)
P3	Medium	Minor issue, workaround available	3 bus. days	1 bus. day
P4	Low	Informational / enhancement	5 bus. days	2 bus. days

BACKED BY BINALYZE CERT



INVESTIGATORS IN YOUR CORNER

CERT (Customer Experience, Research, and Training) is Binalyze's dedicated team of Forward Deployed Security Architects, Detection Engineers, and Solutions Consultants. Built by investigators, for investigators. Led by Lee Sult (former Palantir FDSE; co-founder, Horangi Cyber Security, acquired by Bitdefender), alongside architects with decades of global multi-national enterprise, MSSP, government and law enforcement DFIR experience.

Every Signature Customer has CERT behind them.