



SUPPORT AND SERVICES PACKAGES

Expert support, guided onboarding, and enterprise-grade coverage
- from your first deployment to your most critical investigation.

INCLUDED WITH EVERY NEW BINALYZE SUBSCRIPTION

ESSENTIALS

Expert support, guided onboarding, and enterprise-grade coverage - from your first deployment to your most critical investigation.

WHAT'S INCLUDED



- Technical support during business hours (Available Monday-Friday, 9am-5pm CET. Excludes federal public holidays).
- Priority-based response tiers (P1-P4)
- Self-service knowledge base access
- Guided deployment, configuration, and annual health check (up to 5 hours)
- Two live onboarding training sessions (90 minutes each)
- Voice of Customer program access
- Software updates for your term

FOR ENTERPRISE TEAMS THAT CAN'T AFFORD DOWNTIME

SIGNATURE SUPPORT

Enterprise-grade coverage with 24/7 support, a dedicated CSM, and contractual SLA response times.

WHAT'S INCLUDED

- Everything in Essentials, plus:
- 24/7 support - 365 days a year
- SLA response times
- Priority ticket routing
- Dedicated Customer Success Manager
- Quarterly proactive health checks 
- Quarterly Executive Business Review
- Early access to new features & betas
- Annual professional services allowance  (up to 10 hours)



RESPONSE TIMES

Essentials provides best-effort response during business hours. Signature Support upgrades to contractual SLA-backed response times, 24 hours a day, 7 days a week. Business hours: Monday-Friday, 9:00am-6:00pm CET/EST, excluding public holidays. P1 response time is defined as first human acknowledgement. IR investigation and professional services engagements are delivered during business hours.

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

ADDITIONAL SERVICES



ADDITIONAL SERVICES

Both packages are designed for operational support and onboarding. The following are available as separate paid engagements.

- **Advanced Implementation**
Complex environments, custom integrations (SIEM, SOAR, EDR), and non-standard architectures
Priority-based response tiers (P1-P4)
- **Additional Training**
Extra instructor-led sessions beyond the two included in Essentials (\$1,000-\$1,500 remote; \$2,500-\$4,000 onsite per day)
- **DFIR Assist**
Dedicated investigation support and incident response engagements

COMING SOON



BINALYZE CERTIFIED PROGRAM

A free self-service certification pathway for all active Binalyze customers. The program includes the Binalyze AIR Certified Practitioner track and the DFIR Foundations education series. Available at no additional cost to all Essentials and Signature Support customers.

To add Essentials or Signature Support to your subscription, speak with your Customer Success Manager or contact us at cert@binalyze.com - binalyze.com