

# PANDORA FMS

## SUPPORT LEVELS CONDITIONS





## 1. PANDORA FMS SUPPORT

Pandora FMS Enterprise version includes **professional support** from our security team, that allows any problem identified by a customer, a partner or a monitoring group external auditors, would be solved and distributed as a patch in a very short period. To date, our professional support team has distributed patches for 98% of the vulnerabilities in less than a day after being notified.

### 1.1 Small Enterprise support

**Small Enterprise** support is designed for companies that need **less than 250 agents**. This support entitles report 10 incidents a year. In case you need to open more incidents, we have a special support package available.

### 1.2 Unlimited Enterprise support

This **unlimited support** is specially designed for companies that need **more than 250 agents**. with the unlimited support shall be entitled to report all the incidents that required during the subscription period.

### 1.3 24x7 support

The **24x7 support** is presented optional and complementary way to support Enterprise. Includes phone support 24 hours a day 7 days a week, and personalized assistance in English and Spanish.



	Small Enterprise	Full Enterprise	24x7 support
<b>Software</b>			
Opensource code	✓	✓	✓
Enterprise code	✓	✓	✓
<b>Support troubleshooting</b>			
Number of tickets	10	No limits	No limits
Support via web	✓	✓	✓
Phone support	✗	✗	24x7
Máximum time of response	4 hours	4 hours	Immediate
Emergency response	✗	✗	✓
<b>Consultory</b>			
Remote troubleshooting	✓	✓	✓
Optimizing performance	✓	✓	✓
<b>Additional benefits</b>			
Official training	✗	Discount	Discount
Updated version	✓	✓	✓
Priorization developing	✓	✓	✓

