

Customer Support Offerings



Increase your time-to-value and get the most from your investment in Rsam. We offer support plans to provide you with important security updates, valuable upgrades and technical support.

Support Plans

- **Bronze:**
 - Patch, maintenance, and major software releases. Upgrade support included.
 - Rsam Support Portal access
 - Licensed content template updates
 - Phone and Webex technical support
- **Silver:**
 - All included in the previous plan plus extended support hours
 - Mid-year administrative review of ticket trends, production observations and training requirements
 - Priority Queueing for tickets
- **Gold:**
 - All included in the previous plan plus extended support hours
 - Quarterly administrative review of ticket trends, production observations and training requirements

Overview

Offering	Bronze	Silver	Gold
Hours (all except Rsam holidays)	Mon-Fri 8 AM EST-8 PM EST	Sun 8 PM EST-Fri 8 PM EST	24x7
Portal Access* (# of people)	2	3	4
Customer Status Calls	N/A	Mid-Year	Quarterly
Priority Tickets	N/A	Yes	Yes

About Rsam

Rsam helps organizations meet their security, risk and compliance goals quickly, even as requirements are always changing. Our enterprise software platform uses a relational architecture and captures data in a single, centralized repository. Unlike other systems, we don't hard-wire dependencies based on requirements that were probably outdated before implementation began. Instead, the Rsam platform is built to adapt and puts the user in control. Learn more at rsam.com.