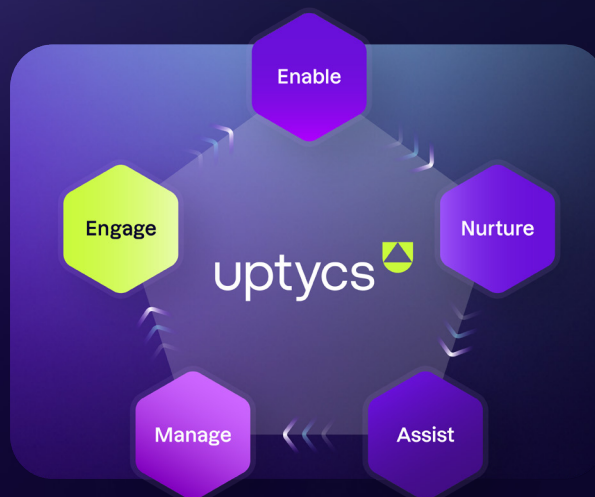


Services and Support

Unlock the Full Potential of Uptycs with Comprehensive Services and Support



At Uptycs, we understand the critical role our platform plays in your organization's security posture. That's why we've developed a full suite of services and support options to help you get the most out of your investment, tailored to the unique needs and requirements of your business. Our comprehensive offerings ensure seamless onboarding, deployment, ongoing optimization, and expert guidance throughout the entire lifecycle of your Uptycs experience.

Uptycs Professional Services

Level up your game with Uptycs Professional Services

Our Professional Services team is comprised of seasoned security experts dedicated to helping you elevate your security strategy and achieve your desired outcomes. Our specialized team works closely with your organization to ensure you leverage the full potential of the Uptycs platform.

Key solutions offered by the Professional Services team include:

- Tailored onboarding assistance to suit your deployment needs
- Custom dashboard and report development
- Use case-specific configuration of your environment
- SQL and data model expertise
- Modeling for your organizational security policies
- Telemetry tuning for your complex workloads
- SIEM/SOAR tool integration
- Application development using REST APIs

Uptycs Support Services

Choose the ideal support tier for your needs

We understand that each company has its unique challenges and requirements. That's why we've developed adaptable technical support tiers to cater precisely to your needs. With our full spectrum of options, you can select the perfect support level for your organization, thus ensuring prompt resolution of issues and tailored, personalized help when you need it the most.

Our technical support tiers include:

Standard Support

For organizations with less complex infrastructure or strong in-house security/technical skills

- Included with all purchases
- Regular product support from the Uptycs CS team
- Business hours availability (8x5)
- Access to the Support portal and knowledge base
- Periodic checkpoints with CSM/technical members
- Onboarding guidance
- Feature deployment/configuration guidance
- Troubleshooting assistance

Premium Support

For organizations with complex business systems, round-the-clock requirements, and larger fleets of endpoints, cloud and containers

- 24x7 availability
- Dedicated slack channel for faster response times
- Monthly health status reports
- Quarterly executive business reviews
- Comprehensive onboarding assistance and planning
- Assistance with feature deployment/configuration
- Access to additional training

Technical Account Manager Services

For organizations with critical systems and deployments across multiple divisions, requiring active collaboration and coordination

- Assigned technical account manager
- Enterprise technical solution deployment guidance
- Assistance with phased solution deployment planning
- Weekly/bi-weekly customer checkpoints
- Expert guidance with feature deployment/configuration

Uptycs Customer Experience

A trusted partner for your success

Our customer experience team is committed to securing your success, regardless of your organization's size. We provide expert guidance and support to help you maximize your investment in the Uptycs platform.

We offer a wide range of robust services and support to help you deploy, optimize, and manage the Uptycs platform for enhanced security in your organization. Our customized solutions help you get the most out of your investment and improve your security posture, so you have the peace of mind, confidence, and expertise to achieve your goals.

Benefits of personalized support:

- Accelerated setup and initial configuration for immediate value
- 24/7 assistance from top security experts to ensure optimal protection
- Regular product operational reviews for efficiency and alignment

About Uptycs

Uptycs, the first unified CNAPP and XDR platform, reduces risk by prioritizing your responses to threats, vulnerabilities, misconfigurations, sensitive data exposure, and compliance mandates across your modern attack surface—all from a single UI. This includes the ability to tie together threat activity as it traverses on-prem and cloud boundaries, thus delivering a more cohesive, enterprise-wide security posture.

Start with your Detection Cloud, Google-like search, and the attack surface coverage you need today. Be ready for what's next.

Shift your cybersecurity up with Uptycs.