



PrimeKey
Support

Enterprise and Appliance support

PrimeKey is proud to offer EJBCA Enterprise, SignServer Enterprise and PKI Appliance Support straight from the source - the top notch PKI professionals behind the software code.

Through a PrimeKey Support subscription, both your management and your customers can sleep sound, assured that audit and policy requirements are fulfilled. And in case of issues with your PKI, or simply new demands on it, you have timely access to, and support from, our skilled PKI professionals.

Subscribe to PrimeKey Support

- Access the fastest, securest and most reliable solutions; the Enterprise editions
- Highest level of operational security for the core of your PrimeKey PKI.
- Direct access to critical knowledge, through support portal, email or telephone
- Get the most out of your solution with the help of our PKI experts with developer-to-developer discussion/analysis
- Ensure that audit and policy requirements are fulfilled
- ... and more

Service Level Agreements

Our Enterprise and Appliance Support offers two Service Level Agreements - Standard and Premium. For details on support times, response times, assistance etc. see the table on the next page.

Support pricing will depend on the following variables:

- Service Level Agreement
- Deployment size (defined by the number of users and installations)
- Duration of the contract (with multi-year and prepayment options)

Support Services

SUPPORT SERVICE	ENTERPRISE SUPPORT	APPLIANCE SUPPORT
What do I get?	Software	Software and Hardware
Software downloads, incl. patches	Enterprise	Enterprise
Online documentation	√	√
Support portal access	√	√
Private portal project	√	√
Number of incidents	Unlimited	Unlimited
Security and critical patch notifications	√	√
Best practise advice	√	√
Hotfix and emergency patches	√	√
Firmware updates, incl. patches	-	√
Installation, advice during	√	√
Installation, complete (additional charges)	√	√
Raise support case via web and e-mail	√	√
Raise support case via phone (8x5 or 24x7)	√	√
Guaranteed response time	√	√
Professional services (additional charges)	√	√
Hardware maintenance and replacement	-	√

Service level Agreements

TYPE OF SERVICE	STANDARD	PREMIUM
Support times (Swedish local time)	9am-5pm Mon-Fri *	24x7x365
Response times	Next business day	4 hours
Assistance	Remote	Remote or in place **
Product expert advisory and help	√	√
Deployment and maintenance	√	√
Access to technical documentation	√	√
Issue tracker	√	√
Feature request	Limited	√

* = Swedish non-holidays only.

** = In place assistance is available on PrimeKey's decision and surcharge