Support & Maintenance
PKI by PrimeKey

Keeping your Security Solution up to date and reliable in the future

IT Security is a moving target and it is crucial to keep your solution up to date in order to keep a high level of security. With PrimeKey Support & Maintenance you will get continuous updates of your PKI solution, and professional support for any questions or issues.

PrimeKey

Support & Maintenance
for PrimeKey PKI

IT Security is a moving target and it is crucial to keep your solution up to date in order to keep a high level of security. With PrimeKey Support & Maintenance, you will get continous updates of your PKI solution, and professional support for any questions you may have.

If you have chosen a PrimeKey solution for your PKI, you are obviously serious about your security. You know the risks of not protecting your data and your communication properly, and have taken the necsessary precautions. But what happens next?

Keeping your security up to date
IT Security is in constant development as new standards, new requirements and new threats come frequently. Malicious attacks often aim at known limitations where their targets have fallen behind in updating their security solutions. Having the PrimeKey Support & Maintenance you can feel secure in your PKI being up to date with the latest releases, patches and updates.

Take part of the latest releases
PrimeKey developers are passionate about maintaining the high quality of our products through continuous updates and upgrades. Each new release contains improvements and upgrades to the product functionality, enhancing the software and keeping it up to date with regulations. By subscribing to PrimeKey support and maintenance, you will automatically gain access to these new releases and upgrades, ensuring the highest quality of your PKI implementation.

Get support - straight from the source
If you experience a problem with your software or hardware (for PKI Appliance), PrimeKey Support & Maintenance gives you access to support straight from the source. That means that the same PKI professionals who developed your solution are there to help you solve your problem.

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)

Highlights

- Keeps your security solution up to date
- New releases and updates for your software
- Hardware support if anything happens to your PKI Appliance box
- Support straight from the source with PKI professionals

You get...

- The fastest, securest and most reliable solutions; the PrimeKey Enterprise software
- The highest level of operational security for the core of your PrimeKey PKI
- Direct access to critical knowledge
- Developer-to-developer discussion and analysis
- Fulfilled audit and policy requirements
- ... and more

Support Services

SUPPORT SERVICE	SOFTWARE SUPPORT	APPLIANCE SUPPORT
What do I get?	Software	Software and Hardware
Software downloads, incl. patches	Enterprise level	Enterprise level
Online documentation	✓	✓
Support portal access	✓	✓
Number of incidents	Unlimited	Unlimited
Security and critical patch notifications	✓	✓
Hotfix and emergeny patches	✓	✓
Firmware updates, incl. patches	-	✓
Installation, basic 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 or PST)	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	✓

* = Non-holidays only.
** = In place assistance is available on PrimeKey's decision and surcharge

About PrimeKey

PrimeKey is one of the world's leading companies for PKI solutions and has developed successful solutions, such as EJBCA Enterprise, SignServer Enterprise, PKI Appliance and PrimeKey SEE. As a pioneer in open source security software, PrimeKey provides businesses and organizations around the world with the ability to implement security solutions, such as e-ID, e-Passports, authentication, digital signatures, unified digital identities and validation. Our products are Common Criteria and FIPS certified. We have numerous Webtrust/ETSI and eIDAS audited installations, and our internal processes are ISO 9001, 14001, and 27001 certified.

PrimeKey has offices in Stockholm, Sweden; San Mateo, USA; and Aachen, Germany. Together with our global network of technology and reselling partners, we are proud to count many of the industry leading companies and institutions within IT, Telecom, Banking, Industrial, Public CAs, and different branches of Government as our long-time customers.