SUPPORT PACKAGES for
Magnet AXIOM, Magnet AXIOM Cyber,
Magnet ARTIFACT IQ, Magnet DVR Examiner,
Magnet GRAYKEY, Magnet IGNITE,
Magnet VERAKEY

	ESSENTIAL SUPPORT	PREMIUM SUPPORT
Product updates In-product and/or portal access to latest software version and release notes.	Included	Included
Self-help 24x7 portal access to support case management system, product documentation, and knowledge base.	Included	Included
Support hours for all cases*	See support portal	See support portal
Web and email case submissions	Unlimited	Unlimited
Accelerated response times and touchpoints (based on posted Support hours)	n/a	S1: First response within 4 hours; daily updates S2: First response within 8 hours; weekly updates S3: First response within 24 hours; monthly updates

*Except statutory, national, or corporate holidays

S1 (Severity 1): Critical impact to business operations, as set by Magnet Forensics
S2 (Severity 2): Moderate impact to business operations, as set by Magnet Forensics
S3 (Severity 3): Minimal impact to business operations, as set by Magnet Forensics

SUPPORT PACKAGES for
Magnet AUTOMATE,
Magnet REVIEW,
Magnet ATLAS

	ESSENTIAL SUPPORT
Product updates Product update notifications and remote deployment support.	Included
Self-help 24x7 portal access to case management system, release notes, product documentation, and knowledge base.	Included
Support hours for all cases	Monday – Friday* 8:30am-5:30pm GMT/BST 8:30am-5:30pm ET/EST
Authorized support users (customer)	5 named contacts
Accelerated response times and touchpoints (based on posted Support hours)	S1: First response within 4 hours; daily updates S2: First response within 8 hours; weekly updates S3: First response within 24 hours; monthly updates
Escalations	S1 tickets handled across key time zones until resolution
Activity review	SLA management Email release notifications

*Except statutory, national, or corporate holidays

S1 (Severity 1): Critical impact to business operations, as set by Magnet Forensics
S2 (Severity 2): Moderate impact to business operations, as set by Magnet Forensics
S3 (Severity 3): Minimal impact to business operations, as set by Magnet Forensics