



Rapid7 Support Service Level Agreement

As an industry leader, Rapid7 has a commitment to provide the best possible support to its customers. To this end, the following provide a set of standards to which the Support personnel of Rapid7 will follow. It is hoped that through the rigorous adoption of these criteria, customers of Rapid7 will have both a productive and positive experience when concerns or problems arise.

COMMUNICATION:

There are several means of communication available to customers wishing to receive assistance from the Rapid7 Support Staff. Each of which has their own benefits and drawbacks:

Web Form: Currently, Rapid7 has the functionality to allow a client to submit support requests via a form located at <http://www.rapid7.com/support/index.jsp>. This allows customers a quick and easy means of creating a case anywhere that they have internet access. The communication is, however, unidirectional and Support Staff are reliant on the information provided to reply back to the client by either phone or email.

Customer Center: Through the Rapid7 Customer Center, a client can create and view the progress on support cases. As is the case with the Web Form, the Customer Center is not the most active of communication methods. While the data sent in will automatically create a case, with the proper client information, all communication from support will still be through phone or email. The customer can see all the actions of support within the customer center, but only in a passive manner.

Phone: The phone call is a main-stay of almost all customer support. Rapid7 is no different in this regard. Depending on the level of support (See Below) A client will either be immediately put in touch with a support representative or directed to a voice mail system. In either case the Support Staff will create a case based on the client information, and will communicate with the client either through phone or email depending on the priority and situation.

Email: Any emails that are sent to support@rapid7.com will automatically create a case. If the client is using an address that is already in our system all of their contact information will be populated into the case. Email is, by and large, the main way in which Rapid7 will interact with its clients.

CASE PRIORITY:

It is the nature of software support to prioritize cases of greater need. At Rapid7 the following criteria have been put forth as the basic case prioritization structure. It should be stated that, though the following structure is the norm, there is always the understanding that a case priority is not static and could change throughout the support cycle. This allows Rapid7 to dynamically address the need of the client and give the best possible service.

Priority 1: Cases that are deemed to need immediate attention are Priority 1. This priority level requires that NeXpose, or the Rapid7 NeXpose appliance are no longer functional in any way. These cases are treated with the utmost expediency. Priority 1 also includes cases that a Client deems to have catastrophic and immediate business impact.

Priority 2: Situations in which NeXpose is having significant loss of features or a hindrance of proper use fall into the realm of Priority 2 cases. While significant, the problems in Priority 2 are able to be worked around, in at least a limited manner. The Support Person will work diligently to resolve the case, and attempt to provide work around while investigating.

Priority 3: Priority 3 cases are ones that do not significantly hinder the main functionality of NeXpose. These cases tend to be basic bug fixes or enhancements that are evaluated by Support and treated properly according to need and severity.

		Client Business Impact		
		Critical	Moderate	None
Product Impact	Security Risk	P1	P1	P1
	Catastrophic	P1	P1	P1
	Major	P1	P2	P3
	Minor	P1	P2	P3
	None	P2	P3	P3

Priority Level	P1	P2	P3

MEASURING IMPACT:

In order for Rapid7 Support to objectively determine the priority of any case, both the impact the problem has on the product and on the day-to-day operations of the business as a whole. By establishing these objective measures, Support Engineers will be able to understand the urgency and take the correct course of action.

PRODUCT IMPACT:

Security Risk: Any bug within NeXpose that leaves the system open to attack would be considered a Security Risk. Some examples of this would be: Un-authorized access flaws, data leakage vulnerabilities, and Database weaknesses.

Catastrophic: A defect which causes total product unavailability or unrecoverable loss of data would be considered catastrophic. Some examples are: Product locked in maintenance mode or scans do not ever complete or cause system crashes

Major: A major bug is a defect which causes major functionality to be inoperable. A partial workaround may exist, but using it does not entirely solve the problem. For example: Users cannot login, Sites or groups cannot be created, as well as False Negatives.

Minor: A defect which impairs minor functionality, or for which there is a complete workaround. Excellent examples of this would be: False Positives, Graphical errors in one type of browser, and inability to send alerts or logs.

None: There is no impact on existing product. Usually these are enhancement requests, or questions regarding use of NeXpose.

BUSINESS IMPACT:

Critical: Any problem within NeXpose that causes a complete halt to key business operations. Examples include: Crashing of critical systems, Scan hangs during revenue generating scan, or reporting failure during an audit.

Moderate: Problems within NeXpose that cause delay or undue over head, but do not cause a halt to business. Problems such as scan hangs on specific sites or devices, reports not generating outside of an audit, or usability problems that cause slowdowns in productivity, would all be considered Moderate.

None: Any concern in NeXpose that may not cause a day to day impact but would be considered helpful or would limit frustrations: UI problems, new features, odd behavior of any stripe would fit nicely.

SUPPORT TIERS:

In order to best utilize support staff time, the structure of Rapid7's Support is based on a three tier structure. Each tier will work to facilitate data gathering and problem solving. All cases begin in Tier 1 and progress as needed up to Tier 3.

Tier 1: All cases begin their life in the first tier of support. In Tier 1 cases are reviewed and where possible solutions are given in a quick and accurate manner. The goal of Tier 1 is to answer questions about the product, assist in installation problems, and gather all the necessary information on the case. When the support person has collected all of the important case data, and determined that they will not be able to quickly solve the problem the case will escalate to Tier 2.

Tier 2: Once a Case has been processed by Tier 1, it can be moved to Tier 2. Most cases that are not enhancement requests or installation problems will be maintained by Tier 2 Support Staff Members. Tier 2 Support is tasked with making sure that all cases are properly resolved, they also act as the point person for any case that has further escalated. In the event that the problem needs further support, the Tier 2 engineer will further gather data and pass it to Tier 3.

Tier 3: When a case cannot be remediated without the assistance of the development team, the Tier 3 support staff will act as the mediator of the process. It falls to the Tier 3 staff to use the information given to them from

Tier 2 to replicate errors and provide fixes or workarounds that allows the client to continue to have use of NeXpose.

TURNAROUND TIME:

In order to streamline the support process, Rapid7 has implemented the following accommodate the needs of individual clients. Rapid7's core hours of operation are M-F 8am – 8pm EST.

Priority 1	2 Hours
Priority 2	4 Hours
Priority 3	12 Hours