

RAPID7

Welcome to Customer Support

CUSTOMER SUPPORT GUIDEBOOK

Rapid7 Support

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WELCOME TO CUSTOMER SUPPORT

As the industry and innovation leader in Vulnerability Management, Rapid7 Customer Support understands that our customers use our products to harden their network, data, and corporate assets. We are here to accelerate the benefit of integrating Rapid7's products, and to help you achieve your goals by providing flexibility and enhanced productivity throughout your deployment and use of Rapid7 solutions. Rapid7 Customer Support's top priority is earning your loyalty and working with you to ensure you maximize your corporate benefit. Support will strive rigorously to provide an experience that exceeds your expectations while making you wildly successful in achieving all your vulnerability management goals.

RAPID7'S SERVICE MANTRA

We are a team of people working together with a shared purpose...

We believe in throwing conventional customer service out the window. Emotionally loyal customers are born from responding quickly, and consistently providing smart, simple solutions that make sense.

We believe in the power of human connections. We are people helping people. Even the most challenging situations can be handled by finding a mutual understanding and respecting our individual humanity.

We believe in going above and beyond, simply because it feels better that way.

We believe in accountability and trust. Whether it's a solution or a simple update, it is important to be honest and follow-through on what we say we will do.

We believe in learning from our mistakes.

We believe in our people. We take pride in adopting the right people into our work family with the skills, passion, and motivation to uphold these principles.

RAPID7 CUSTOMER SUPPORT DELIVERS:

- Unmatched customer satisfaction in the security vertical
- Industry-leading, personalized, high-touch services that prevent potential problems
- Leading technical and real-life expertise and know-how

OVERVIEW

PURPOSE OF THIS DOCUMENT

The Rapid7 Customer Support Guidebook is designed to assist you as a Rapid7 customer. It is a reference for the support tools and resources to help you accelerate the ROI from our Rapid7 products to your projects. This book describes what you can expect from Rapid7 and suggests practices that best ensure your success.

RAPID7 CUSTOMER SUPPORT TEAM

The Rapid7 Customer Support team is highly skilled on Rapid7 technology and understands our customer environments.

Support Engineer:

The SE will be answering your technical questions, developing workarounds, and resolving issues. Support engineers are typically systems administrators and/or network engineers with hands-on project experience.

Support Manager:

The support manager ensures the delivery of support to Rapid7's customers exceeds prescribed SLAs.

Sustaining Engineer:

If software errors are detected, a sustaining team will work with support to plan and develop fixes.

KEY TERMINOLOGY

TERMINOLOGY	DEFINITION
After-Hours, Holiday, or Weekend Coverage	Rapid7 after-hours, holiday, or weekend coverage is for clients with Severity-1 issues that occur outside of normal business hours.
Business Hours	Designated hours of operation for local time zone. (Typical local US hours are 8:00 a.m. to 5:00 p.m., Monday through Friday)
Case	Record created when submitting technical questions or issues. A case records all status and communications.
Case Flow	The support case resolution process from initial creation to troubleshooting, workaround, resolution, or enhancement request to case closure.
Enhancement Request	Case type requesting new functionality in the product when the software is operating according to documentation.
Escalation	An increase in the urgency to resolve an issue that is impacting the business by applying more management focus or resources. A formal escalation may be initiated by Rapid7 or the client.
Error	A failure of the software to conform to the specifications set forth in the documentation, resulting in the inability to use, or material restriction in the use of the software.
Frontline, Backline	Rapid7 utilizes two distinct support engineering teams. Frontline teams resolve the majority of cases (typically over 90%). Backline teams focus on cases that typically require a longer time frame in order to solve.
Interim Solution	A temporary solution for a problem on a specific platform, in the case of a product malfunction. It is intended to remain in place until an intermediate release in which the problem has been resolved.
Permanent Solution	A solution that does not involve a product malfunction and in which the customer agrees the problem has been resolved.
Resolution	A resolution in the case of a product defect could be a future maintenance release in which best efforts have been used to resolve the product to conform to product documentation.
Support Engineer (SE)	The technical expert responsible for case resolution.
Solution	A resolution in which an issue is free of a product defect and the customer agrees the problem has been resolved.
Software Defect	The supported software is functioning out of accordance to the documentation or intention.
Update	A software modification, addition, or process eliminating the practical adversity of an error.
Upgrade	The revision of licensed software that adds new functions or increases capacity, omitting new products or added features for which there is a separate charge.
Workaround	A solution to an issue that may be replaced with an interim solution or a permanent solution.

GETTING STARTED WITH RAPID7 CUSTOMER SUPPORT

As a customer with Rapid7 Support, you are entitled to a number of predetermined technical support contacts that may create cases, subscribe for notifications, search our knowledge base, and download updates.

CUSTOMER SUPPORT CENTERS

Customer Support Centers are located in:

- Belfast
- Los Angeles
- Austin
- Singapore
- Tokyo

Each support center has Support Engineers as well as other team members focused on timely resolution of your case. Our backline support team is co-located with our sustaining engineering team. Support Centers are available during local business hours, 8am to 6pm.

AFTER-HOURS SUPPORT

For Rapid7 Mission Critical Support and customers who have severity-1 issues, Rapid7 may offer 24x7 support. Any after-hours severity-1 call would be routed to a region operating under normal business hours as a priority. Severity-1 response and engagement guidelines apply. Supplemental support coverage and/or fees may be required.

RAPID7 CUSTOMER SUPPORT PORTAL

The Rapid7 Customer Support Portal is an easy-to-use, integrated Web support tool that provides personalized, comprehensive self-help resources that are seamlessly integrated with Rapid7 Support Centers. Through the Support Portal, you can:

- Search and browse Rapid7 knowledge-base and FAQs
- Create and manage support cases
- Download product collateral
- Subscribe to and receive critical alerts, product news, release notes, and other notifications

Rapid7 recommends that primary contacts register for the Customer Support Portal immediately upon receiving your welcome packet from Rapid7.

ONLINE RESOURCES

All customer support reference materials may be found on our Customer Support Portal:
<https://rapid7support.force.com/customers/login>

- Support Knowledge Base: Search, access, and view solutions in Rapid7's Knowledge Base
- Support Case submission: Originate a case with a Rapid7 support engineer

OPENING A CASE

If you are unable to find a solution to your issue, you can create a support case using one of three methods:

- Via the Customer Support Portal
- By calling Rapid7 support (Local Toll-Free number can be found at <https://rapid7.com/contact/> by selecting the country in the drop down menu).
- By sending an email to support@rapid7.com

SEVERITY LEVEL

When submitting a case, you will be asked for the Severity Level. The Support Engineer will evaluate the case with you and together you may determine to change the severity of the case based on the business impact.

Please note that requests sent via email are treated as Severity 3, we recommend to use the Customer Portal or to call Support line for higher severities.

LEVEL	DESCRIPTION
Severity-1 "Mission Critical"	<ul style="list-style-type: none">• A severity one (1) issue is an issue in production indicating any of the below:• Rapid7 product is severely impacted or completely down• Business-critical applications are unable to function• A software defect leaving the system open to attack <p>Due to the serious and critical nature of Severity-1 cases, we only allow this severe of a case to be created over the telephone.</p>
Severity-2 "High"	<p>A severity two (2) issue is an issue in that:</p> <ul style="list-style-type: none">• Rapid7 product is functioning with limited capability• System instability present with periodic interruptions
Severity-3 "Medium"	<p>A severity three (3) issue is an issue in that:</p> <ul style="list-style-type: none">• Rapid7 product has errors and is still fully functional• Clarification of product or documentation is necessary• General usage question• Recommendation for future product enhancement

CASE INFORMATION REQUIRED

Getting pertinent information about your case up front reduces the back-and-forth communication and significantly shortens the time it takes to resolve an issue. When you open a case online, the Customer Support Portal will ask you for relevant pieces of information needed to work on and diagnose your case. Of course, please add any additional relevant information and context.

If you choose to call in to support or open a case via email, please be prepared with the following information:

- Name, company name, and company address
- Business impact and context, including project schedules at risk
- Product
- Severity and case type
- Any third-party products
- Server and client hardware such as operating system, version, patch level, localization
- Screenshots and/or logs
- Was it working prior? What has changed? New patches? When was the system last booted? When were applications recycled?
- What error messages are received?
- When and how often does the problem occur?

At any time, support may require specific information pertaining to any of the above items or others that are unlisted. It is typical for support to ask to see these or speak with client resources in order to rule out support patterns.

CASE RESPONSE TIMES

When creating a support case, expect initial contact during normal business hours within the following targeted response times by a Support Engineer. Communication updates shall be governed by the following default times unless other statuses are set.

LEVEL	TARGET INITIAL RESPONSE TIME	COMMUNICATION UPDATES
Severity-1 "Mission Critical"	< 2 Hours	4 Business Hours
Severity-2 "High"	< 4 Business Hours	3 Business Days
Severity-3 "Medium"	< 12 Business Hours	5 Business Days

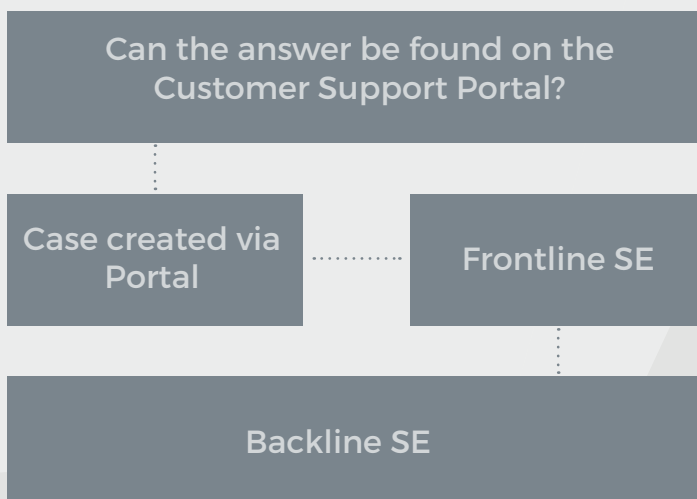
Once a case is created, you will receive confirmation with a case number via email. A Rapid7 Support Engineer will be assigned and respective status will be continuously updated.

CASE HANDLING FLOW

Once a case is submitted, it will be routed to a Frontline Support Engineer. Frontline Support Engineers are highly skilled technical experts on Rapid7 technology and on best practices in complex environments. The SE will verify the business impact and related severity of the issue. The SE will also confirm the technical problem, troubleshoot/isolate the problem, and potentially reproduce the behavior. Approximately 90% of all customer issues are resolved by our Frontline teams. Cases may also be assigned to a Backline SE, who will develop a resolution plan and will then act as the single point of contact through resolution.

For Severity 1 issues, within four hours of the case creation, the manager will have reviewed the case to determine if additional resources or an escalation plan is required.

CASE FLOW AND RESOLUTION



WHAT WILL CUSTOMERS NEED TO PROVIDE RAPID7?

- Adequate time and resources to SEs
- Timely responses to requests for information, files, and access
- Scan logs, error logs, traces, reports, network topologies
- Test systems with the same environments as production environments
- Network access to production and to test systems
- Internet access to join web meetings and share applications and desktops

ENHANCEMENT REQUESTS

In cases where the software is functioning according to documentation, customers may request additional or different behavior from the software. Additional functionality requests are considered enhancement requests and the support case type will be changed to reflect this. Upon receiving an enhancement request, the support engineer will formally document the case and provide all necessary information to product management.

Requests may be factored into future updates or upgrades; however, Rapid7 makes no commitment that every enhancement request will be acted upon.

TRACKING A CASE

Once a case is open, you can view the status of your case, the owner, current case notes, and attachments. Case statuses include:

STATUS	DESCRIPTION
Closed	The case is believed to have been resolved and may be reopened at any time.
Escalated	Case is awaiting assignment to a backline support engineer.
In Development	Case is waiting for a code change from Development
In Progress	New information is logged into the case or other specific activity is underway
Investigation	Support is actively researching the issue
Not Started	Case is awaiting assignment to a support engineer.
Re-opened	Case has been re-opened and is awaiting Rapid7 response
Waiting on Customer	Rapid7 is waiting on information or resolution acceptance to be provided

CASE RESOLUTION

A case is resolved with:

- Documentation of product behavior
- An acceptable workaround
- A software update
- An upgrade
- A fix to product documentation
- A filed enhancement request

If the case is open, the Support Engineer will provide the resolution. If an interim solution or workaround has been successfully applied and the case is closed, you will be notified of possible permanent solutions. You will receive alerts and notifications of new updates. The Release Notes include the specific fixes or enhancements requests addressed.

CLOSING A CASE

A case is closed upon customer confirmation of the resolution or lack of response over an extended period of time. A workaround or interim solution may be applied and the status of the case placed in observation until the permanent solution is applied. In only very rare and extreme circumstances (e.g. unresponsiveness, unprofessionalism) will Rapid7 close a case without customer consent. Case context is preserved and, of course, closed cases may be reopened at any time.

ESCALATION MANAGEMENT

An escalation elevates the urgency level of a situation to minimize business impact. A case, or set of cases, may be escalated to receive more resources and management attention. An escalation may be requested by a client or initiated by Rapid7.

If you would like to escalate an issue, or are unsatisfied with the handling of your case, you can contact the Support manager and/or your Customer Success manager at any time.

Escalations increase management visibility and awareness. If a Rapid7 management review determines that an issue should be escalated, the support manager will contact you and ask to meet with your management. If a formal escalation is needed, a resolution plan, status communication plan, and formal tracking vehicle are established.

ROLES AND RESPONSIBILITIES

ROLE	WILL DO
Customer	<ul style="list-style-type: none">• Train users to appropriate degree on Rapid7 products• Maintain test environments• Communicate business impacts of any technical issues appropriately• Collect diagnostics and other information in submitting cases• Engage technical and management resources appropriately• Provide equal resource availability
Rapid7 Support Engineer	<ul style="list-style-type: none">• Understand the business impact of the customer's issue• Provide technical expertise• Troubleshoot and resolve the customer's issue• Provide status updates throughout the resolution process
Rapid7 Support Manager	<ul style="list-style-type: none">• Communicate product updates and important news• Ensure highest degree of technical know-how in support• Keep apprised of high-priority customer issues
Rapid7 Customer Success Manager	<ul style="list-style-type: none">• Understand customer requirements• Recommend solutions with Rapid7 technology that meets requirements