

# **Welcome to Customer Support**

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# Welcome to Global Customer Support

Rapid7 is advancing security with visibility, analytics, and automation delivered through our Insight cloud. Our solutions simplify the complex, allowing security teams like yours to work more effectively with IT and development to reduce vulnerabilities, monitor for malicious behavior, investigate and shut down attacks, and automate routine tasks.

The mission of Rapid7 Global Customer Support is to enable our customers to drive successful outcomes in their security programs by providing unparalleled customer service and support. We collaborate with our customers to help them not only when things don't go according to plan, but also when they seek to securely innovate and transform their business.

As the technology behind our solutions and the needs of our customers evolve over time, we will update this living, breathing document.

## The Rapid7 Service Mantra

We strive to provide our customers with a stellar experience each and every interaction. By embodying the Rapid7 core values, our support team:

- Innovates support services and offerings to meet the rapidly evolving needs of our customers
- Provides better visibility and more actionable information to customers
- Collaborates with you, partners, and colleagues to share knowledge and drive more efficient outcomes
- Embraces the diversity in our customer base and offers solutions that meet personalized objectives
- Ensures accessibility and transparency to all customers

## How We Deliver Results

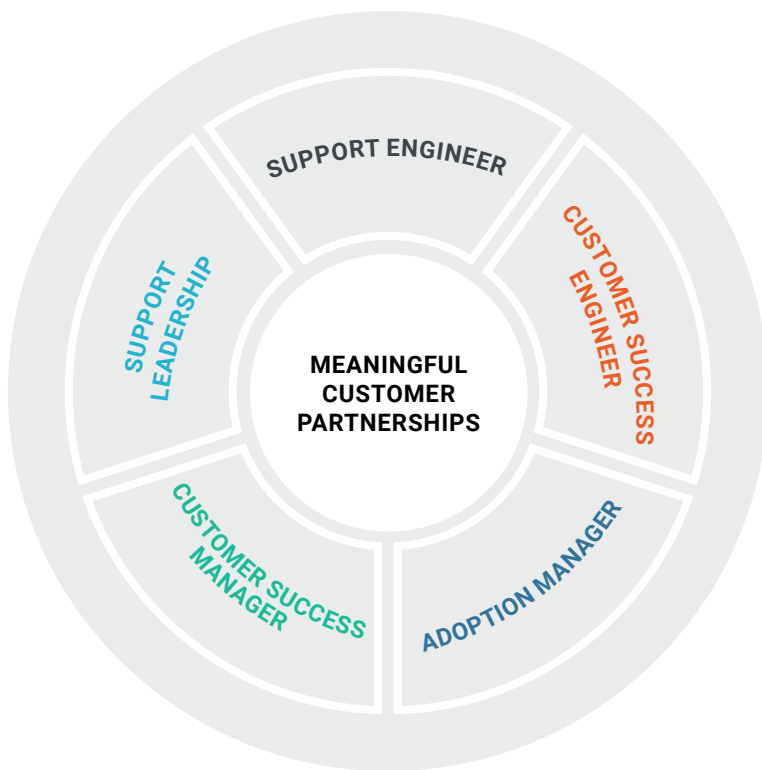
- Unmatched customer satisfaction in the security vertical
- Leading technical and real-life expertise and know-how
- Solutions that advance our customers' knowledge and expertise

# Getting Started

The Rapid7 Customer Support Guidebook is your reference for the support tools and resources that can help you accelerate ROI from your Rapid7 solutions and make strides toward your organizational goals. This guidebook also outlines what you can expect from the Rapid7 team and suggests best practices for getting in touch.

## Your Customer Success Team

Our highly skilled team has intimate knowledge of Rapid7 solutions, and is unrelentingly dedicated to understanding your unique environment.



At Rapid7, you'll never be without an advocate for your needs and goals:

### **SUPPORT ENGINEER**

Technical experts and security professionals who are skilled and knowledgeable across the Rapid7 product portfolio. They collaborate with customers to answer technical questions and resolve issues. This team is laser-focused on driving successful outcomes.

### **SUPPORT LEADERSHIP**

The leaders responsible for not only ensuring our customers' support experience is excellent, but also for continuously innovating that experience.

### **CUSTOMER SUCCESS MANAGER (CSM)**

Our CSMs are passionate about understanding customers' success criteria, facilitating product adoption, aligning customers with the right Rapid7 resources at the right time, and directly representing you as your advocate.

### **ADOPTION MANAGER**

These team members are dedicated to empowering your use of our products (and the features within them), and ensuring you're aware of the resources available for proper product usage.

### **CUSTOMER SUCCESS ENGINEER**

Product experts who consult and advise our customers around Rapid7 best practices and optimal product usage.

## Customer Support Centers

As a practice, our support teams are co-located with additional customer success and product engineering teams to facilitate collaboration and speed resolution to customer issues. Support centers are available during local business hours from 8am to 5pm.

### We are located in:

LOCATION	TIMEZONE
Belfast	BST
Dublin	BST
Boston	EST
Austin	CST
Los Angeles	PST
Singapore	SGT

## Follow-The-Sun Support Model

For Rapid7 customers who are experiencing severity-1 issues, Rapid7 offers 24x7 support. Our follow-the-sun coverage model allows us to handle severity-1 issues as they arise. Severity-1 response and engagement guidelines apply.

## Communication Guidelines

In order to provide the most consistent and highest quality support to all of our customers across the globe, we have established the following standards for communication during support cases:

- All written communications, including case submissions, will be in English. This ensures that all of our support resources will be able to engage with and assist our customers at all times without delay.
- Our standard language for video or phone conferencing is English.
- Our team members may be able to accommodate conversations in local languages during standard business hours, but all such conversations are subject to the availability of language resources in the region.

## Customer Portal

Our [Customer Portal](#) is an easy-to-use, integrated web support tool that provides personalized and comprehensive self-help resources that are seamlessly integrated with our support centers. Accessing the portal is the fastest means of matching customers with the resources that can address their request. Through the Customer Portal, you can:

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

Customer support contacts will need to register for the [Customer Portal](#) in order to take advantage of its features.

## Support Contacts

Our support team does not limit the number of support contacts you can register. Each support contact is able to open cases, utilize our online resources, subscribe for notifications, and access documentation and updates.

However, we do require that you designate one or two administrative contacts who have authority to approve new support users—including third parties—and/or request changes to support users for the account.

Need to make updates to your customer contacts? You're able to add your own contacts via the Insight cloud. Full documentation for how to manage your users can be found on our [help site](https://insight.help.rapid7.com/docs/user-management) (insight.help.rapid7.com/docs/user-management). Should you run into any issues with this process, please contact our team with the following information: contact name, title, phone number, email, and written authorization for the contact.

Updates to support contacts are typically completed within 2 business days, once all of the required information above is received.

# Online Resources

All customer support reference materials can be found in our [Customer Portal](#):

- Knowledge base: Search, access, and view common usages, workarounds, and solutions in our knowledge base
- Discussion forum: Collaborate with Rapid7 experts, customers, and partners to ask and answer FAQs
- Support case submission: Originate a case with a Rapid7 Support Engineer
- Release notes: Keep up with the latest information regarding Rapid7 product updates
- Status page: View and subscribe to get an accurate, up-to-date status on the Rapid7 Insight cloud

## Opening A Case

If you are unable to find a solution to your issue using the reference materials above, you can create a support case through either of these methods:

- [Customer Portal](#): Cases submitted via the Customer Portal will have the fastest response time. Cases received from this channel are routed to Rapid7 team members with the appropriate skill set based on the details provided.
- Telephone: If you are not in a position to open a case via the Customer Portal, you may also call the Rapid7 support team to open a case; please call your [local region](#). If our engineers are busy helping other customers, please leave a message indicating a brief problem description and the severity level. All calls will be returned based upon the service levels indicated in your support plan.

## Case Information Required

Receiving pertinent information about your case up front reduces back-and-forth communication and significantly shortens the time to resolution. When you open a case online, the Customer Portal will ask you for relevant details for diagnosing and working on your case. Have any additional relevant details or context? We encourage you to pass it along.

If you choose to call in, please be prepared to provide the following information:

- Name, company name, and company address
- Business impact and context, including project schedules at risk
- Your Rapid7 solutions impacted
- Severity and case type
- Any third-party products involved
- Server and client hardware such as operating systems, versions, patch levels, and localizations
- Screenshots and/or logs
- Answers to questions such as:
  - Was it working prior?
  - What has changed?
  - Have there been any new patches?
  - When was the system last booted?
  - When were applications recycled?
  - What error messages are being received?
  - When and how often does the problem occur?

At any time, support may require specific details pertaining to any of the above items, or others that are unlisted to rule out support patterns.

## 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 will finalize the severity of the case based on the unique business impact.

LEVEL	DESCRIPTION
Severity-1 "Critical"	<p><b>A severity-one (1) issue is indicated by any of the below:</b></p> <ul style="list-style-type: none"><li>● A Rapid7 product outage</li><li>● Malfunction of business-critical applications</li><li>● A software defect leaving the system open to unmitigated attack</li></ul>
Severity-2 "High"	<p><b>A severity-two (2) issue is characterized by:</b></p> <ul style="list-style-type: none"><li>● Functionality of a Rapid7 product, but with undesired impact to customer productivity</li><li>● System instability with periodic interruptions</li><li>● The availability of only short-term workarounds</li></ul>
Severity-3 "Medium"	<p><b>A severity-three (3) issue is characterized by:</b></p> <ul style="list-style-type: none"><li>● Full functionality of a Rapid7 product, but with errors</li><li>● Clarification needed around a Rapid7 product or documentation</li><li>● General usage questions</li><li>● Recommendations for future product enhancement</li></ul>

## Support Scope

Our team endeavors to assist customers with technical, product-related, and usability questions you may have on topics such as:

- “How-to” perform various tasks with Rapid7 solutions
- Product functionality
- Product performance
- Potential product defects
- Documentation and product specifications

CATEGORY	SCOPE OF SUPPORT	ADDITIONAL SERVICES/REQUIREMENTS*
Deployment Services	Support is positioned to answer standard, ad hoc questions regarding deployment activities and product configuration.	If focused assistance or full-scale deployment services are required, our <a href="#">professional services</a> team will be happy to assist.
Unsupported Software	Support recommends that customers maintain environments that run software that is officially supported by Rapid7. Support may be provided if we determine that the reported issue is not affected by the unsupported software version.	You may be required to reproduce the error on a supported software version, or update your environment to meet supported software specifications in order to allow troubleshooting and further resolution.
Nexpose Appliance	Our team supports the software provided with the Rapid7 Nexpose physical appliance.	You are responsible for maintaining operating systems and contacting the hardware vendor, should the physical appliance experience issues.
Custom Reports/ Configuration	Rapid7 provides several knowledge base articles with example SQL queries and best practices for building and managing custom reports. We are unable to troubleshoot custom reports.	Assistance with custom reporting can be obtained via our professional services team.
Integrations	Any integration provided natively with your Rapid7 solution is fully supported by Rapid7. With custom integrations or those created using our API, our team may be able to assist with diagnosis of customer-side issues, but is unable to fix issues related to customer systems and infrastructure.	Third party and community-contributed integrations are supported by the maintainer of the integration. Our team can and will assist by confirming the Rapid7 functionality is operating as designed.
Customer Infrastructure	Rapid7 is able to provide best practices and guidance relative to the use of a Rapid7 solution in your environment.	You are responsible for management and changes in your environment. In other words, our support team is unable to make changes directly to your environment. Please note that Managed Services customers may have access to additional resources that can assist with certain infrastructure changes.
Product Roadmap	If requested, your Customer Success Manager would be happy to arrange a product roadmap discussion with one of our product experts.	
Product and/or Security Consulting	Rapid7 Global Support is comprised of many product and security experts who can assist with discrete best practices questions.	For more in-depth product and/or security consultations, Rapid7 provides a wide range of <a href="#">professional services</a> .
Product Training	Rapid7 Global Support does not directly provide product training, but we are happy to introduce you to our online training materials and, if appropriate, our <a href="#">Training and Certification</a> team.	Rapid7 provides some online training materials and documentation. Additionally, our stellar <a href="#">Training and Certification</a> team can be leveraged for remote training or on-site engagements.

\*Please note that some of the additional services listed above may incur additional costs.



## Service Level Objectives

In an effort to be responsive and transparent during the support process, we have established Service Level Objectives (SLOs) that govern our response and communication processes.

The following time frames are relative to your time zone.

LEVEL	INITIAL RESPONSE TIME TARGET	TARGET UPDATE CADENCE
Severity-1 "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. One of our Support Engineers will be assigned the case, and the respective status will be updated throughout the case's life cycle.

Case updates will continue until the case is resolved, closed due to inactivity, or is qualified as a defect or request for enhancement. Once a case has been identified as a defect, the case will be updated automatically once the defect has been resolved.

## Collaborating With Rapid7 Support

Your collaboration with Rapid7 will take place primarily through the Customer Portal, or after case creation, via email responses to case updates. We understand that some situations may require more in-depth interactions, and we've got options for that:

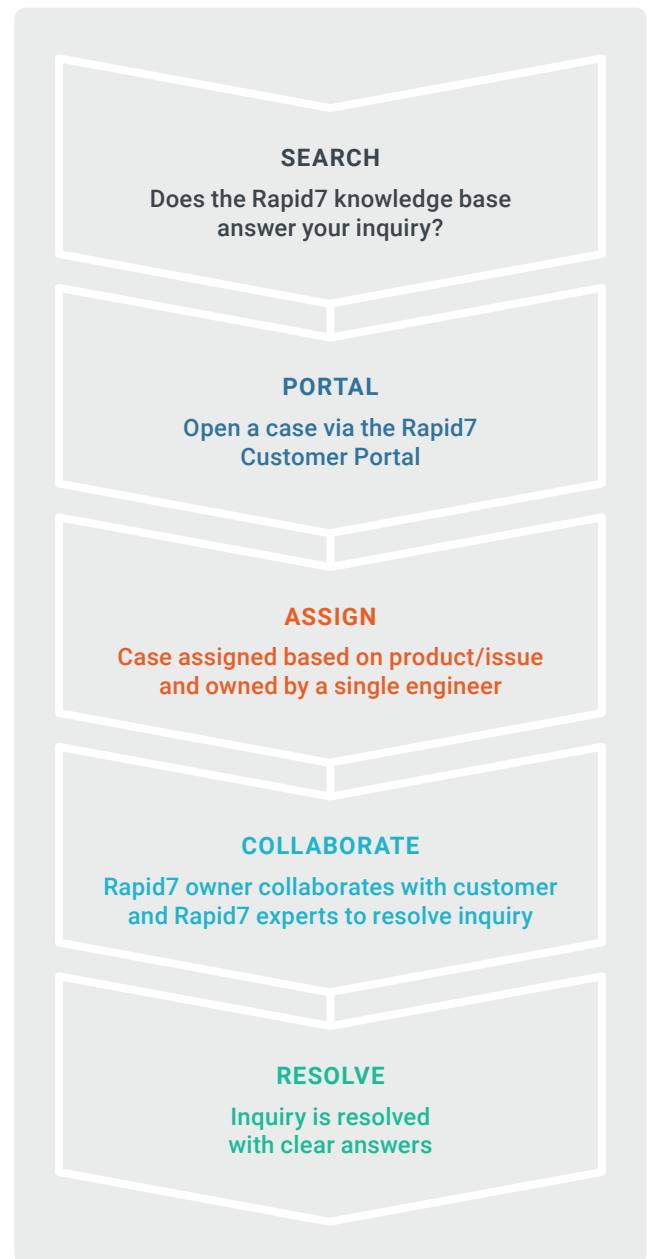
1. **Video Conferencing:** More of a visual communicator? You may request a video conference to collaborate with our team. This can be requested through an active support case. The advantage of video conferencing is that it allows both you and our team members to share screens and assess the situation together.
2. **Phone Conferencing:** Give us a ring – you can also schedule a phone conference to collaborate with our team. Though you can call the Rapid7 support line to contact the engineer assigned to your case, we can't guarantee availability for unplanned calls not related to Severity-1 cases. Our goal is to return all messages in accordance with the our response time targets.

## Case Workflow

Should you encounter a potential issue with the functionality or performance of your Rapid7 solution, we encourage you to start with a search of our knowledge base – chances are, one of your peers has had a similar experience. In the case that the knowledge base is insufficient, please open a support case via the Customer Portal, attaching as much relevant information as you can practically share. For certain product and issue combinations, the Customer Portal may prompt you for specific information related to the inquiry.

Once your case is submitted, it is routed to the proper team based upon product, problem type and geography. Rapid7 Global Support is organized into full-service teams that cover multiple areas of product expertise and experience; this allows our teams to more effectively collaborate and resolve customer issues. Within the teams, your case will be owned by a single engineer who is responsible for ensuring your case is resolved and that communications are maintained in accordance with our service levels.

**More of a visual learner? Here's a high-level view of our standard workflow:**



# Escalation Management

Does it seem like just about everything's on fire? It happens. We recognize that you'll occasionally need to escalate your case as circumstances change during the resolution process, the urgency of a situation increases, or you're not satisfied with the handling of a particular case or set of cases. You can request an escalation by contacting Support Leadership, or your assigned Customer Success Manager.

Upon receiving the request for escalation, we will review the situation and our Support Leaders and/or Customer Success Managers will respond. Our initial response may be a plan for moving forward, or if required, a meeting to clarify or understand your situation better. Our objective is to drive a successful outcome within the capabilities of Rapid7 solutions and defined service levels. Our Customer Success leadership team reviews any escalated situations regularly to ensure they garnered proper visibility and attention.

## Customer Support Outcomes

We are committed to ensuring clear and definitive outcomes for each customer inquiry. These outcomes will vary based upon the situation at hand. Typical resolution outcomes include:

- **Product functionality**
  - Clarification of product behavior
  - Documented "how to" or best practice-based solutions
  - Submitted requests for enhancement
- **Qualified product defect**
  - Delivery of a sustainable workaround
  - Acknowledgment of a defect followed by acceptance into our product team's backlog
  - Acknowledgment of a defect followed by deprioritization of a fix

- **Product performance**
  - Update to infrastructure software
  - Update to Rapid7 products
  - Configuration changes to your deployment or infrastructure
  - Application of best practices to your deployment
- **Product documentation**
  - Revision or clarification to product documentation
  - Correction of a documentation omission
- **Closure due to customer inactivity**
  - Cases may close if there is no customer activity for 10 calendar days while the case in "waiting for customer" status

Our intention is to keep cases open until a resolution is achieved. For the duration of the case, you will receive alerts and notifications of new updates and can review your case status in the [Customer Portal](#).

If a case is closed, it may be reopened at any time within 10 days of closure simply by updating the case. After 10 days, a new case will need to be opened, but the cases can be linked on our end.

## Product Fixes

During our investigation of a reported issue, it's possible that we'll determine that the issue is caused by product defect (in other words, the product is not functioning as designed and/or documented). We aim to qualify defects as soon as possible. The time and data required to perform this task will vary based upon the nature of the reported issue. Once we qualify a defect, it will be categorized as follows:

- **Fix committed:** Our team has qualified the fix and scheduled it in our product team's backlog. In this situation, we may be able to provide a target release date for the fix – final timing is dependent upon successful completion of development and testing.
- **Fix in backlog:** In this situation, we have determined that our team will make this fix, but it has not yet been committed to a development cycle. You will be provided a tracking number and notified when the fix is released.
- **Will not fix:** In this situation, we have qualified a defect, but determined that the defect will not have a formal fix due to the existence of a suitable workaround, the defect having only a minor impact on the product, or the functionality being superseded by other Rapid7 product releases.

## Enhancement Requests

In cases where your Rapid7 solution is functioning as designed and documented, you may request additional or different behavior from the software. Additional functionality requests are considered enhancement requests, and the support case type will be adjusted to reflect this. Upon receiving an enhancement request, your Support Engineer will formally document the case and provide all necessary information to product management prior to closing the case. Additionally, you may directly submit requests for enhancement (RFEs) by submitting support cases with the requested product enhancements.

Our product management team considers all submitted requests for enhancement and selectively provides detailed review and feedback. RFEs may factor into future updates or upgrades, but our team can't work magic all the time: Not every enhancement request is technically feasible, suitable for all customers, or consistent with the experience Rapid7 aims to deliver. Accordingly, we do not commit to implementing every RFE.

## Tracking A Case

Once a case is open, you can view its status, the owner, current case notes, and attachments in the [Customer Portal](#). Case statuses include:

STATUS	DESCRIPTION
Closed	The case is believed to have been resolved and may be reopened within 10 days of original closure.
Closed – No Response	Case was closed due to customer inactivity. The case may be reopened within 10 days of the original closure.
In Engineering Backlog	A defect has been qualified, but specific timing is not committed or longer than 4 weeks away at minimum.
Closed – Enhancement Request Filed	An enhancement request was filed and an RFE was created. The support case is closed.
In Progress	New information is logged into the case, or other specific activity is underway.
Solution Offered	A solution has been proposed which is believed to resolve the issue defined in the case. Case is on track to be closed, unless the customer requests otherwise.
Open	Case is awaiting assignment to a Support Engineer.
Reopened	Case has been reopened and is awaiting a response from Rapid7. Cases may only be reopened with 10 days of the initial closure.
Waiting on Customer	Rapid7 is waiting on information or confirmation that the case is resolved from the customer.

# Roles and Responsibilities

ROLE	RESPONSIBILITIES
Customer	<ul style="list-style-type: none"> <li>● Train in-house product users on Rapid7 solutions</li> <li>● Report technical issues in a timely fashion and with the appropriate priority/urgency</li> <li>● Communicate business impacts of any technical issues appropriately</li> <li>● Collect diagnostics and other information when submitting cases</li> <li>● Ensure resource availability to collaborate on issue resolution</li> </ul>
Support Engineer	<ul style="list-style-type: none"> <li>● Understand the business impact of the customer's issue</li> <li>● Respond to customer issues with the appropriate urgency based on committed service levels</li> <li>● Provide technical expertise</li> <li>● Troubleshoot reported customer issues</li> <li>● Ensure explanations and requests contain sufficient context</li> <li>● Provide status updates throughout the resolution process</li> </ul>
Customer Success Engineer	<ul style="list-style-type: none"> <li>● Understand what the customer is trying to accomplish and the outcomes they desire</li> <li>● Provide enablement, configuration review, and guidance on best practices</li> <li>● Ensure solutions are documented and understood by customers and/or partners</li> </ul>
Support Leadership	<ul style="list-style-type: none"> <li>● Ensure the support teams are focused on driving successful customer outcomes</li> <li>● Maintain awareness of high-priority customer issues</li> <li>● Respond to customer inquiries and concerns in an appropriate, timely, and empathetic manner</li> <li>● Work with customer resources and Rapid7 partners to manage escalated situations</li> </ul>
Customer Success Manager	<ul style="list-style-type: none"> <li>● Understand customer goals and business requirements</li> <li>● Work with Rapid7 team members to align resources to appropriately address customer requests</li> <li>● Recommend Rapid7 solutions that meet customer requirements or challenges</li> </ul>

# Best Practices and Tips

Our goal is for customers like you to make optimal use of the customer support and service resources we make available. To this end, we have compiled some best practices our customers (and your peers) have recommended for enhancing your Rapid7 experience:

- Ensure that all team members requiring access to the Rapid7 Customer Portal are set up and authorized to log in and utilize the available resources.
- Keep contact information up to date, including your phone number.
- Maintain at least 2 support contacts from your team who will collaborate with Rapid7. If possible, also maintain 2 administrative contacts from your team.
- Subscribe to updates on [status.rapid7.com](https://status.rapid7.com) to stay in the loop regarding the uptime and maintenance status of the Rapid7 Insight cloud
- Familiarize yourself with your Rapid7 service levels and entitlements
- Search our knowledge base for helpful “how to” instructions, best practices, and product documentation information.
- Do your best to collect error information or screenshots when submitting a case. The more information provided, the easier the issue is to route to the correct resource.
- Review release notes regularly to stay up to date on important feature additions or enhancements, as well as any feature or product changes and deprecations.
- If at any time you do not understand the request or recommendations made by our team, please request a clarification or explanation.

## About Rapid7

Rapid7 (Nasdaq: RPD) is advancing security with visibility, analytics, and automation delivered through our Insight cloud. Our solutions simplify the complex, allowing security teams to work more effectively with IT and development to reduce vulnerabilities, monitor for malicious behavior, investigate and shut down attacks, and automate routine tasks. 7,400 customers rely on Rapid7 technology, services, and research to improve security outcomes and securely advance their organizations.