

SERVICE OFFER

SUPPORT & MAINTENANCE



Versasec offers Support & Maintenance (S&M) services through the Versasec Support Portal, which gives access to:

- extensive FAQ's,
- technical documentation,
- step-by-step guides and videos,
- and direct access to Versasec Support Team through digital capabilities (email, chat, call, and schedule a meeting).

Versasec support professionals are rated with high honors by our customers. As a result, Versasec experiences the highest customer renewal rates in the industry.

Premium Support was designed for convenience: reducing waiting time, and empowering customers to choose their preferred support type.

Customers can sign up for S&M with a professional or premium plan at any time during their subscription lifetime of vSEC:CMS. vSEC:CLOUD customers enjoy Premium Support included in their subscription. For more information, visit Versasec.com/support.

For Support service hours, please refer to the Support & Maintenance Service Offer contract.

PROFESSIONAL VERSION N, N-1

PREMIUM VERSION N, N-1, N-2

✓		✓
✗		✓
✗		✓
✗		✓

PROFESSIONAL VERSION N, N-1

PREMIUM VERSION N, N-1, N-2

6 HRS		4 HRS + 24/7 CALL
12 HRS		6 HRS
24 HRS		12 HRS
36 HRS		24 HRS



Email: Submit a ticket.



Chat: Access our online agents via chat.



Talk: Initiate a call with a Versasec Support professional.



Meet: Schedule a 1:1 session with a Versasec Support professional.