

PANDORA FMS

SUPPORT LEVELS CONDITIONS





1. PANDORA FMS SUPPORT

Pandora FMS Enterprise version includes **professional support** from our security team, that allows any problem identified by a customer, a partner or a monitoring group of external auditors to be solved and distributed as a patch in a very short period. Until now, our professional support team has distributed patches for 98% of the vulnerabilities less than a day after they've begun.

1.1 Small Enterprise support

Small Enterprise support is designed for companies that need **less than 250 agents**. This support entitles users to report up to 10 incidents a year. If you should need to report more incidents, we also offer a special support package.

1.2 Unlimited Enterprise support

This **unlimited support** is specially designed for companies that need to monitor over 250 agents. The unlimited support gives the client the chance to create as many instances as needed and report as many incidents as required during the subscription period.

1.3 24/7 support

The **24/7 support** 24/7 is presented as an optional and complementary way to support the Enterprise Edition of Pandora FMS. It includes a 24/7 phone support service, with personal assistance in both English and Spanish.



	Small Enterprise	Full Enterprise	24x7 support
Software			
Opensource code	✓	✓	✓
Enterprise code	✓	✓	✓
Support troubleshooting			
Number of tickets	10	No limits	No limits
Support via web	✓	✓	✓
Phone support	✗	✗	24x7
Máximum time of response	4 hours	4 hours	Immediate
Emergency response	✗	✗	✓
Consultory			
Remote troubleshooting	✓	✓	✓
Optimizing performance	✓	✓	✓
Additional benefits			
Official training	✗	Discount	Discount
Updated version	✓	✓	✓
Priorization developing	✓	✓	✓



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