



Checkmarx Premium Service Level Agreement (SLA)

[datasheet](#)



Keep Software Security Running Smoothly

You've made a major technology investment and you have every reason to expect the highest system availability and performance; anything less may mean lost business. When you encounter a problem, you need answers quickly – even in the middle of the night.

Checkmarx offers an array of support services, backed by dedicated security professionals and experienced technology experts, to ensure you can uphold application security best practices at all hours of the day.



AppSec Support Portal

Gain full access to an interactive support portal where you solve issues at your own pace with in-depth technical articles, access our support ticketing system, communicate with case owners, and generate trend reports.



Direct Contact for Faster Resolution

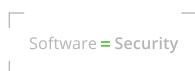
Checkmarx makes it easy for you to speak with our support experts and get the answers you need quickly. With 24x7 problem reporting, phone and remote support, remote diagnostics, and on-site hardware repair and replacement available from any of our global hubs, you never need to question our dedication to the success of your application security programs.



You Set the Service Level, We Deliver

We know that when it comes to support, one size doesn't fit all. That is why Checkmarx offers a selection of tailored support packages to address time-sensitive issues and mitigate ongoing challenges. Choose the level of support necessary for your distinct technical and operational needs, with a global team of highly-skilled engineers, available around the clock.

| | Standard | Premium |
|-------------------------|----------------------|---------------|
| Support | | |
| Support Coverage | Local Business Hours | 24/7 |
| First Response Time | Upto 24 Hours | Upto 24 Hours |
| Ticketing System Access | ● | ● |



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| Priority Description | Initial Response Time During Customer's Support Coverage | Next Steps |
|--|--|---|
| <p>Priority 1 (Critical): (Software is not working)</p> | <p>Standard: 24 Hours Premium: 2 Hours</p> | <p>Checkmarx and Customer will commit the necessary resources until a Workaround or reduction in the severity of the Error is achieved.</p> |
| <p>Priority 2 (Severe Impact): Major functions of the Software are disabled or unavailable. The Software is partially inoperative, but some features are still usable by Customer.</p> | <p>Standard: 24 Hours Premium: 4 Hours</p> | <p>Checkmarx and Customer will commit resources during normal business hours until a Workaround is achieved or a specific action plan for how Checkmarx will address the Error is provided to Customer.</p> |
| <p>Priority 3 (Minor Impact): The Software is usable and the problem consists of inconvenience or minor failures involving individual components of the Software. Errors the Documentation.</p> | <p>All Packages: 2 Business Days</p> | <p>Checkmarx shall commit resources to address the Error at Checkmarx's discretion.</p> |



Software = Security

About Checkmarx

Checkmarx makes software security essential infrastructure, setting a new standard that's powerful enough to address today's and tomorrow's cyber risks. Checkmarx delivers the industry's only comprehensive, unified software security platform that tightly integrates SAST, SCA, IAST and AppSec Awareness to embed security into every stage of the CI/CD pipeline and minimize software exposure. Over 1,400 organizations around the globe trust Checkmarx to accelerate secure software delivery, including more than 40 percent of the Fortune 100 and large government agencies. Learn more at [Checkmarx.com](https://checkmarx.com)