OrdrCare Customer Success and Services

Overview

Ordr is committed to providing customers with the highest levels of support to ensure each customer meets their goals throughout the entire lifecycle of securing their connected devices. The Ordr Support and Customer Success team consists of highly skilled individuals with deep product knowledge and experience across a wide range of customer scenarios and environments. The team has a global presence and uses a "follow the sun" model for monitoring and local resources for advanced resolution scenarios.

The Ordr team includes members with extensive experience in:

- Network engineering and architecture

- IT security engineering and architecture

- DevOps tools and deployments

- Biomedical engineering

- Healthcare program management

- Security leadership (CISO/CSO) in large enterprise and critical infrastructure environments

- Global customer service leadership and response

SUPPORT RESOURCES

The following resources are available to Ordr customers with active support contracts based on their current support service level. See the table below for the resources available at each level of service.

EXECUTIVE BUSINESS REVIEW [EBR]

- Annual report, delivered remotely.
- Focus on goals, projects, future initiatives.
- Coordinate with TCSM.

SECURITY, RISK, OPTIMIZATION REVIEW

- Annual report, delivered remotely.
- Guidance in responding to real-time threats, establishing understanding of attack surface, fine tuning of alarm generation for incidents and vulnerabilities based on age and CVSS scoring.

POLICY USE CASE DEFINITION, OUTCOMES MAPPING

- Establishing baseline of flows for critical assets to automatically generate ACLs, Cisco TrustSec, or switch enforcement for segmentation.

24X7 TELEPHONE SUPPORT

- P-1 issues only.
- Inability to login.

TRAINING

- In person or virtual sessions to help new Ordr administrators and stakeholders get fully acquainted with the solution.
- Self-service training through Ordr University modules and labs hosted on the Ordr Support Portal.

EMAIL SUPPORT

- Submit product inquiries electronically.
- 1-business day response time.
- Ordr CS recommends reviewing all open and unresolved tickets on the Ordr Support Portal.

HARDWARE SUPPORT

- Includes troubleshooting of issues related to Ordr solution hardware components and replacement of faulty hardware according to RMA guidelines.

SOFTWARE FEATURE AND MAINTENANCE RELEASES

- Includes major & minor releases with new features and capabilities in addition to periodic updates and bugfixes.

TECHNICAL CUSTOMER SUCCESS MANAGER

- Provide consultative support across the entire lifecycle of an Ordr deployment and work to ensure customers have optimized the use cases and solutions the Ordr platform enables.

INTEGRATION CONFIGURATION SUPPORT

- Support for 3rd party solutions integrated with production deployment of Ordr.

CUSTOMER ONBOARDING

- Resources to ensure a seamless experience for new Ordr customers with access to technical team members, post-sales support, and feature requests.

SUPPORT PORTAL

- Access to product documentation, configuration guides, integration guides, training materials, best practices, knowledge base articles, FAQs, support ticket tracking, filing RMA requests.

SERVICES PROVIDED	ORDRCARE™	ORDRCAREPLUS™	ORDRCARE for CAASM	ORDRCAREPLUS for CAASM
Architectural Reviews	—	•	—	—
Vertical Expertise / Solution Architect	—	•	—	—
CUSTOMER SUCCESS DELIVERABLES				
Health Check - Remote, 1/Year	—	•	—	—
Use Case Definition & Outcomes Mapping	—	•	—	—
Security, Risk, & Optimization Review (1/Yr)	—	•	—	•
Executive Business Review [EBR] - Remote, 1/Year	—	•	—	•
Technical Customer Success Manager [TCSM]	•	•	—	•
Integration Configuration Support	•	•	•	•
LIVE SUPPORT / RESOLUTION				
24x7x365 Telephone Support	—	•	—	•
Email Support	•	•	•	•
Email Response Time	2-Business Days	2-Business Days	2-Business Days	2-Business Days
8x5 Phone Support (Mon-Fri) [Local Time]	•	—	•	—
8x5 Phone SLA	2-hours		3-hours	
Hardware Replacement (RMA)	"HW Warranty under subscrp., best effort."	"HW Warranty under subscrp., best effort."	"HW Warranty under subscrp., best effort."	"HW Warranty under subscrp., best effort."
ELECTRONIC SUPPORT				
Case Management Portal	•	•	•	•
Knowledge Base & FAQ Library	•	•	•	•
Masterclass Product Video Archives	•	•	•	•
TRAINING				
Instructor-led Public Training (Remote)	o	o	—	—
Instructor-led Training (Onsite)	o	o	—	—
SYSTEM LEVEL DELIVERABLES				
Vertical Expertise / Solution Architect	1-Hour Call Back	1-Hour Call Back	1-Hour Call Back	1-Hour Call Back

o = Quote

CASE HANDLING AND PRIORITIZATION

The Ordr team has a global presence for monitoring and local resources for advanced resolution scenarios.

Tier 1: Access to electronic resources, Masterclass videos, Ordr University Foundations courseware, knowledge base articles, and case management portal.

Tier 2: Ordr provides direct access to level III technical support. We focus on delivering expert assistance from our top resources, without the need for level I or II tiers.

Tier 3: includes engagements with Ordr Engineering (for bugs fixes), DevOps (for infrastructure issues), and Product Management (for new use cases and feature requests).

All the customer cases are tracked and reported by the assigned Ordr Customer Success Manager based on the priority of the issue.

Priority Definitions & Target Performance Objectives				
Customer Success Activities & Ownership				
PRIORITY	**DEFINITION**	**INITIAL RESPONSE TIME**	**CASE UPDATE INTERVAL**	**ORDR & CUSTOMER COMMITMENT**
Priority 1 Urgent	Critical system or service outage in a live production environment that results in an inability to access the SCE, and/or severe degradation of overall performance.	**1-Hour**	**Daily**	The Customer and Ordr will commit the necessary resources around-the- clock to resolve the situation or to provide a work- around.
Priority 2 High	Intermittent degradation of SCE performance. Failed integration. High sensor utilization or sensor failure.	**2-Hours**	**Every other business day.**	The Customer and Ordr will commit full-time resources during normal business hours to resolve the situation or to provide a work- around.
Priority 3 Moderate	Clearing/unclearing alarms, perodic user accounts inaccessible, issues relating to security and vulnerability.	**2-Business Hours**	**Every other business day.**	The Customer and Ordr will commit part-time resources during normal business hours to resolve the situation or to provide a work- around.
Priority 4 Low	No impact on system performance or operations. Information requests, document errors, or standard questions, minor software bugs, assistance on configuration or functionality of equipment, asset classification.	**4-Business Hours**	**Weekly**	The Customer and Ordr will provide resources during normal business hours to provide informational assistance or as requested to collect feedback.

ORDR CUSTOMER SUCCESS AND SERVICES

2445 Augustine Drive, Suite 601

Santa Clara, CA 95054

USA & Canada Toll Free: 833.673.7999

International: (408) 302-3883

https://support.ordr.net/

Ordr addresses the entire asset and attack surface management journey—visibility, risk-based vulnerability management, advanced threat detection and Zero Trust segmentation. By utilizing unified data discovery methods, combined with AI/ML analytics, Ordr effectively eliminates asset noise, prioritizes the top exposure to the organization, and delivers rapid threat containment using automated actions. Trusted by global enterprises, Ordr improves security hygiene, accelerates incident response, and facilitates Zero Trust initiatives. Ordr is backed by top investors including Battery Ventures, Wing Venture Capital, Ten Eleven Ventures, and Kaiser Permanente Ventures. For more information, visit **www.ordr.net** and follow Ordr on Twitter and LinkedIn.