

ELITE TECHNICAL SUPPORT

Elite Technical Support from Tenable provides personalized attention from technical experts. We know your deployment and understand how your organization leverages the Tenable solution.

OVERVIEW

Tenable's Elite Technical Support program offers the highest level of support to Tenable customers. Offering expanded support and personalized attention to maximize the value of your Tenable investment and ensure you have the technical resources needed to be successful and protect your organization at all times.

DIRECT ACCESS TO ELITE TECHNICAL SUPPORT ENGINEERS

Elite support customers get speedy access to top technical resources to protect their organizations around the clock. With direct access to a named level 2 Elite Technical Support Engineer, Elite customers bypass level 1 support and speak directly with an Elite Engineer who is familiar with their environment ensuring an accelerated time to resolution. All Elite Engineers are seasoned engineers with deep technical knowledge of Tenable's products.

PERSONALIZED SUPPORT

Elite Engineers have a detailed understanding of how their customers have deployed and currently use solutions in their environments. They provide a consistent and in-depth technical support experience to resolve problems quickly.

KEY BENEFITS

- Fast issue resolution** with prioritized case handling
- 24 x 7 x 365** support to ensure complete protection
- Direct access to expert technical resources for up to 5 named contacts**, bypassing level 1 support
- Personalized support** from named Elite Engineers with a detailed understanding of your environment
- Proactive support** and case management to identify issues prior to impact

24 X 7 X 365 SUPPORT

Technical support is available around the clock for Elite customers. It includes prioritized case handling with short response time SLAs ensuring issues are resolved quickly. Customers may open a support case via phone, email, chat or the support portal.

PROACTIVE SUPPORT

Elite support drastically reduces cases through proactive support and case management. Elite Engineers work closely with customers to proactively inspect their environment, resulting in the recognition of potential issues and configuration adjustments prior to impact. This consultative approach to troubleshooting ensures cases are managed holistically.

EARLY ACCESS TO BETA RELEASES

Elite customers enjoy priority access to Beta releases to take advantage of new features and enhancements in their Tenable products. This also allows Elite customers to provide Tenable with features requests and feedback to enhance their products.

ADDITIONAL OPTIONS

Additional enhancements are available for Elite customers who wish to customize their support offering with additional services. These include:

- **Dedicated Technical Support Engineer:** An Engineer who is 100% dedicated to the customer during regular business hours. The TSE will manage, fix, resolve and own all Tenable support cases.

ABOUT TENABLE TECHNICAL SUPPORT

Tenable Technical Support delivers a world-class support experience to help you make the most of your investment. Tenable Technical Support enables your staff to quickly resolve issues and successfully deploy and manage your solution so you achieve your security goals. For more information visit tenable.com/support.