



We, at Lyseis value our customers and their needs. Although we are continuously striving hard to make our product & support better, at times there are some incidents which needs immediate attention. For those incidents we have established our own Support Management Centre (SMC) at India. Our in-house support center caters to the urgent needs of our customers / partners by providing timely and accurate support, where every call is monitored and evaluated on technical and quality assurance parameters.

1 Technical Support Structure

Lyseis technical support is organized in multiple levels. The support is provided based on the following packages: -

Basic –

Gold –

Platinum –

On Call –

The teams in other countries/cities could be direct Lyseis offices or partners. These partners have technical people trained by Lyseis and capable of handling any on-site technical support. The GSMC system is built in such a way that 99% of the issues can be addressed & rectified remotely. The first point of contact for the customer is always the GSMC at India. After an initial analysis of the case, this would be distributed internally to the respective experts. In case, of an onsite visit is unavoidable Lyseis will contact the local partner to go on-site and carry out an analysis / resolution.

Category	Basic	Gold	Platinum	On Call
Support - Initial Analysis of Issue	Within 4 hrs	Within 2 hr	Within 1 hr	Within 2 hrs
Major Issue priority	8 Hrs Response time	4 Hrs Response time	Half n hour Response time	2 Working days
Critical Issue priority	8 hrs	4hrs	Half n hrs or Immediate	NA
Remote – Health check	Two in Six Month	Once in Fourth Month	One in a Quarterly	NA
On-site visit – Health check	NA	NA	Once/Month applicable in India	NA
Timing – Free Support	9 x 5	24 x 5	24 x 7	NA
Escalation Time	Every 6 hrs	Every 4 hrs	Every 2 hrs	Every 6 hrs

2 Customer SLA

Lyseis differentiates between 4 types of SLA – Basic, Gold, Platinum and on call. Following table gives the details of the four levels:

3 Terms Defined

1. Evaluation Team: Every incident which is reported comes to this team, and they create a ticket for the customer (if not already created) and assign Priority for the same. Priority is based on certain parameters which are predefined and have been decided after taking various parameters into consideration.

2. Level 1 Team: These are more experienced engineers than Evaluation team and are more technically competent as well. If Evaluation team is not able to solve the reported incident, it is escalated to this team or, if the priority of a ticket is higher the ticket is escalated to this team.

3. QA Team – Level 2 : This is the team who has designed the product. Developers and Quality assurance engineers work in this team. If a Tech Lead is not able to resolve a problem it is escalated to this team. They try to recreate the issue and find either a solution or a workaround. The maximum time-frame for them to work on the reported issue is 5 business days.

4 Escalation Matrix

Technical Team Escalation:

Escalation Level 1 (For Overall Cybersecurity Product)	Raju Singh	Cybersecurity Analyst	9973466209 raju@lyseistechnologies.com
Escalation Level 2 (For PAM)	Sachin Mestry	Head-Endpoint Security)	9819704562 sachin@lyseistechnologies.com
Escalation Level 2 (For Fortigate & Infinix)	Fahim Inamdar	AVP-Projects	9892860805 fahim@lyseistechnologies.com
Escalation Level 3	Swapnil Rajepawar	CTO	9930287895 swapnil@lyseistechnologies.com

Sales Team Escalation:

Escalation Level 1	Shabnam Sayed	General Manager -Sales	9769325288 shabnam@lyseistechnologies.com
Escalation Level 2	Manish Kashyap	Director Technology Sales	7387865736/9011011432 manish@lyseistechnologies.com
Final Escalation	Shivajee Roy	CEO	9920536699 shivajeeroy@lyseistechnologies.com



- **Once you register the case a Ticket ID will be created and use this ID as reference in all Levels of escalation.**
- **Once the escalation crosses Level 1 & issue is not resolved, Customer can contact the concerned Sales Contact immediately**