

# PLATINUM SUPPORT BY DIGICERT

In today's dynamic world, organizations are focused on securing digital assets, including vital and confidential client information, as well as communications within and between an organization and its customers. DigiCert®, a leading SSL/TLS and PKI provider, provides world-class solutions for securing your entire environment and offers an enhanced experience with Platinum Support.

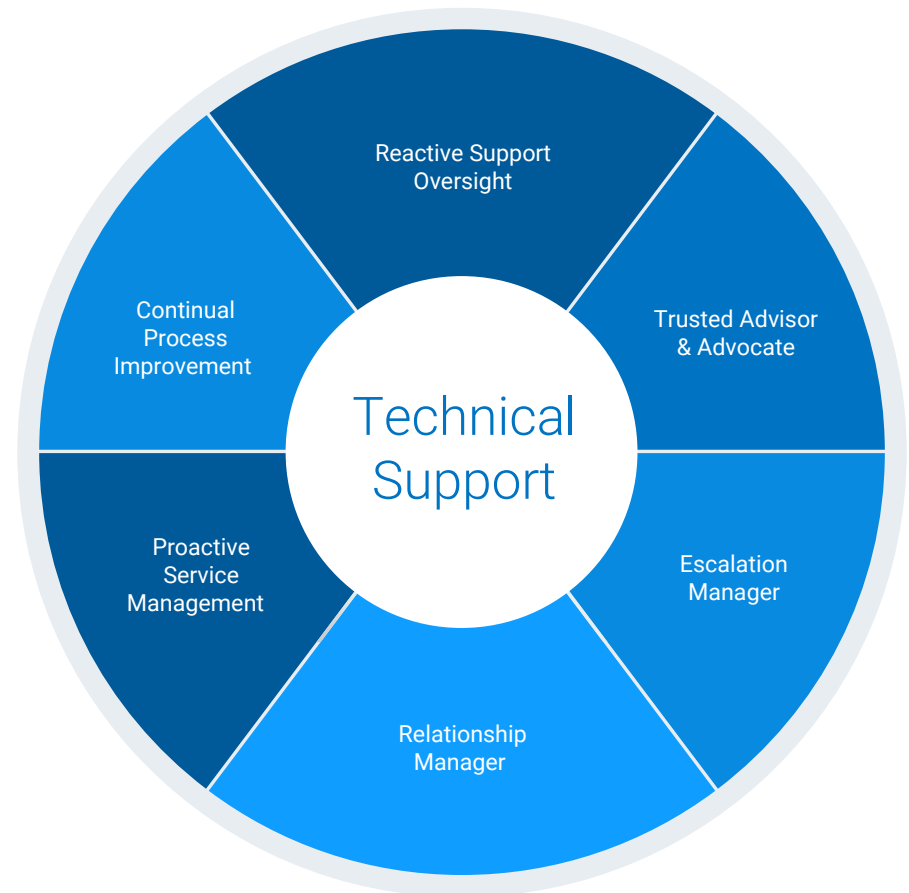
Platinum Support gives you priority email and phone support, faster response times and SLAs, 99.5% service delivery, a Client Manager who serves as a single point of contact, and maximized ROI over the life of the contract. Learn about these benefits in more detail below.

## Client Manager

One of the key benefits of Platinum Support is a Client Manager—a single, personal point of contact at DigiCert for your organization. A Client Manager helps you build relationships between you and DigiCert. But more importantly, you'll receive an even higher level of support, faster response times, proactive information about service updates, and support escalation to make sure you receive the right level of service at the appropriate time.

### Additional benefits:

- **Regularly scheduled customer meetings:** You can discuss the use of services and open support cases, receive information about product roadmaps and upcoming industry changes, and make feature enhancement requests.



- **Client Manager updates:** Technical support is available 24/7, but if there are other problems you need addressed, you can let your Client Manager know directly by email or phone. Client Managers are available during regional business hours.
- **Service renewal tracking:** Monitoring certificate expiration dates is a key metric to track to avoid service disruption. Prior to the renewal date, your designated Client Manager will facilitate and support the renewal process if desired.
- **Communicate service-impacting changes:** Your Client Manager will inform you of any planned outages that may affect our services.
- **Support escalation point:** In case you have difficulties contacting the Support team or receiving a status update, your Client Manager can escalate your request to the appropriate person.

- **Uptime reporting:** You'll receive a monthly report showing DigiCert's service performance against committed SLA targets. The report highlights system availability (uptime) as well as the guaranteed uptime for Platinum Support customers.
- **Coordinate client planning sessions:** Your Client Manager will evaluate your operations and offer suggestions on how to better utilize DigiCert's products and services.

### Faster, Prioritized 24/7 Support

DigiCert is known for knowledgeable and fast customer support, which is available 24/7/365. We understand that when a problem arises, you can't afford to wait. Not only do you have access to a Client Manager, but Platinum Support services also gives you faster response times and priority access to technical support. Our Support team will help you solve the issue and find a resolution as fast as possible.

	Status	Standard (Gold)	Platinum Lite	Platinum Support
Severity 1: Critical	Service is down or unavailable and no work-around exists.	Within 1 hour	Within 30 minutes	Within 30 minutes
Severity 2: High Importance	Service is functional, but usability is seriously degraded.	Within 6 hours	Within 2 hours	Within 2 hours
Severity 3: Medium Importance	Service is affected by problems or events that have minimal impact on availability or usability.	Within 24 hours	Within 8 hours	Within 8 hours

\*Note: Response time does not mean resolution time.

## Assign Multiple Callers to an Account

Enterprises and scaled businesses cannot afford any downtime. When you have team members around the world, or even just the need to cover staff for vacations, you need to know you can always reach your team.

DigiCert's Platinum Support gives you the option to add up to five named individuals on your account who can reach your Client Manager. With this level of support, you can feel comfortable knowing that staff you select can get the support they need.

## Pricing

Pricing for Platinum Support services is based on your overall package. Qualifying Platinum Support contracts are assigned a designated Client Manager. Talk to Sales for more information.

**For further information, please contact your DigiCert Account Manager or email [enterprise@digicert.com](mailto:enterprise@digicert.com).**

	Standard (Gold)	Platinum Lite	Platinum Support
Assigned Client Manager	No	No	Yes
Free access to PKI test environment	No	Yes	Yes
Free certification training class (Currently CertCentral customers only)	No	No	Yes
Number of Named Callers	2	5	5
Service Availability	99% (24x7)	99.5% (24x7)	99.5% (24x7)
Support Availability**	24x7x365		
Expected Hold Time	Within two minutes		

\*\*Your Client Manager is available during regional business hours.  
 Technical Support is available 24x7x365.  
 SLAs not applicable to staging areas. OCSP not available on Partner Labs staging area.

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