



Wiz Support Plans

Our commitment to driving technical and business outcomes that matter most to our customers.



Premium: Designed for large enterprises seeking highly tailored, proactive technical engagement. Provides 24x7x365 technical support, 30 min response times for P1 issues, and an assigned Technical Account Manager.

Base: Designed for small to mid-sized enterprises. Provides 24x5 technical support and 2 business hour response times for P1 issues.

Description	Base	Premium
Pricing	Included	17.5% of Annual Subscription
Technical Support	Email, Portal	Email, Portal
Support Availability	P1: 24x5 P2-4: 8x5 (excl Federal US Holidays)	P1-4: 24x7x365
Initial Support Response Times	P1: 2 Business Hours P2: 4 Business Hours P3: 24 Business Hours P4: 24 Business Hours	P1: 30 Mins P2: 2 Hours P3: 8 Hours P4: 24 Hours
Technical Account Management	Self-Service, Pooled TAM	Assigned Technical Account Manager
TAM Coverage	-	TAM available in 1 time zone during working hours (8x5)
Success Services	Live Webinar Onboarding Session New Feature Newsletter Product Documentation Monthly Educational Sessions	New Feature Newsletter Product Documentation Monthly Educational Sessions Recurring Success Sync Quarterly Business Reviews
Training Access	On-Demand Online Catalog Live Webinar Access	Instructor-led Remote Training On-Demand Online Catalog Live Webinar Access
Access to Wizdom Community	Included	Included

"Business Hours" are defined as 9 AM to 5 PM, US Eastern Time, Monday through Friday, excluding US federal holidays.

We are your strategic advisors, product experts, advocates.



Premium Support Benefits

24x7x365 Technical Support via Wiz's global team of highly trained support engineers. A 30-minute initial response time SLA is provided to ensure that critical P1 issues are addressed promptly via email, support portal, or online meeting.

Technical Account Managers (TAMs) act as an extension of the customer team to provide technical guidance on operationalizing the Wiz platform and achieving business objectives. Wiz TAMs help ensure the success of our customers by providing:

- Dedicated technical assistance and understanding of business objectives to ensure seamless onboarding.
- Best practices around migration planning, issues remediation, automations, reporting, and more to ensure successful operationalization.
- Management of critical support cases, escalations, and feature requests in partnership with support and product teams.
- Ongoing introduction to new and existing capabilities to maximize your Wiz investment.
- Quarterly Business Reviews (QBRs) designed to provide an executive-level view of business goals, state of onboarding & operationalization, ongoing initiatives, adoption, and next steps.
- Knowledge transfer and coordination of instructor-led technical trainings to empower customer teams to effectively utilize Wiz.



Base Support Benefits

Technical support is provided via Wiz's team of highly trained support engineers. A 24x5 2-business hour initial response time SLA for critical P1 issues is provided via email, support portal, or online meeting.

Pooled TAMs resources work with support engineers to provide technical assistance beyond standard break-fix tickets.

Customers may participate in a webinar kick-off session to aid in onboarding. Customers gain access to a variety of self-service resources to ensure successful operationalization, including product documentation, new feature newsletters, monthly educational sessions, online training, and the Wisdom User Community.

What customers are saying



Our Wiz account team is focused on our success. It was thanks to this partnership that we were able to hit zero critical issues in a matter of weeks, while significantly reducing cloud costs, and preventing future issues by scanning in our pipelines prior to deployment.

James Austin, Cloud Engineering,
Juniper Networks



We built trust with our teams with Wiz. We've been so satisfied with the Wiz team's support and responsiveness and all together we've designed a system, made a massive change in our architecture design, and now we have zero criticals.

Idan Pinto, DevSecOps Engineer
Fiverr



Working with Wiz, as a team, is very collaborative. To be able to get up and running within a couple of weeks was amazing.

Richard Frost, CISO
esure

Contact your Wiz Account Executive or sales@wiz.io to learn more.