

# Wiz Support Plans

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



At Wiz, our team is here to support your journey with Wiz to ensure you get the most out of our platform. With Wiz Support Plans, customers gain access to the best in technical training, advisory services, self-serve educational resources and and technical support.

**Elite:** Fastest response times and 24/7 with rapid 30-minute response times plus access to the Wiz named Technical Account Managers (TAMs) who serve as your main point of contact to facilitate your onboarding and help you in your Wiz & Cloud Security Journey.

**Enterprise:** Enhanced response times and 24/7 availability with 2-hour response times plus access to TAMs who provide hands-on guidance to support your onboarding and help you in your Wiz & Cloud Security Journey.

**Free:** Comprehensive 24x5 support, access to a rich self-service knowledge base, an active community, and a responsive support team for efficient issue resolution.

Service and Support Levels Agreement here: <https://legal.wiz.io/legal#sla>

## We are your strategic advisors, product experts, advocates.



### Elite Support Benefits

**24x7x365 Technical Support** via Wiz's global team of highly trained support engineers. With a **30-minute initial response time**, Elite ensures that critical P1 issues are addressed promptly. Work directly with Wiz TAMs to gain technical guidance on operationalizing the Wiz Platform and achieving your unique business objectives, whatever they may be. Here are just a few of the benefits that customers get with Wiz Elite Support:

- ☒ Technical assistance aligned with your business objectives to ensure seamless onboarding.
- ☒ Best practices around migration planning, Issues remediation, automation, reporting, and more to ensure successful operationalization.
- ☒ Management of critical support cases, escalations, and feature requests in partnership with Wiz support and product teams.
- ☒ One Advanced Services Sprint included for a tailored engagement focused on Wiz operationalization or achieving measurable security goals.



### Enterprise Support Benefits

**24x7x365 Technical Support** via Wiz's global team of highly trained support engineers. With a **2-hour initial response time**, Enterprise ensures that critical P1 issues are addressed promptly. Work directly with Wiz TAMs for expert guidance to operationalize the Wiz Platform and achieve your business and security goals.



### Free Support Benefits

**24x5 Technical Support** with a **4-hour initial response time** for critical P1 issues. Access Wiz support engineers for assistance and guidance, and leverage self-service resources, an active slack community, and expert support for fast issue resolution.

Support Plan Features	Free	Enterprise	Elite
<b>Support &amp; Response</b>			
Support Availability – P1	24x5	24x7	24x7
Initial Support Response Times – P1	<4 Hours	<2 Hours	<30 Minutes
<b>Training &amp; Certifications</b>			
Self-paced Training	Yes	Yes	Yes
Instructor-Led Training	Public	Public & Private*	Public & Private*
Certifications	Add-on	Add-on	5 per year
Training Labs	Yes	Yes	Yes
<b>Account Management &amp; Engagement</b>			
Technical Account Manager	Not Included	Yes	Yes (Higher-Touch)
Onboarding Assistance Syncs	Not Included	Weekly-first two months	Daily – first four months
Post-Onboarding Syncs	Not Included	Monthly	Weekly
Strategic Workshops	Not Included	1 per year	4 per year
Shared Slack Channel with Account Team	Not Included	Not Included	Yes
Slack Community	Yes	Yes	Yes
<b>Product Capabilities</b>			
Roadmap Tracker ( <i>Coming soon</i> )	Highlights	Highlights & Tracking	Highlights & Tracking
Preview Hub	Public Previews	Public Previews	Private & Public Previews
<b>Advanced Services</b>			
Advanced Service Sprints	Not Included	Add-on	1 per contract**

\*1 Private, Remote training per quarter

\*\*Only for multi-year deals