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 of our platform. With the Wiz Support Plans, customers gain access to the best in technical training, self-serve educational resources and technical support. Whether you need help fine-tuning your security posture, troubleshooting an issue, or simply maximizing your Wiz experience, our customer solutions team is ready to assist. **Stay secure. Stay ahead. With Wiz, you're never alone in the cloud.**

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

Enterprise: 24/7 availability with 2-hour response times plus access to TAMs who serves as your main point of contact to facilitate your onboarding and help you in your Wiz & security journey.

Enhanced: 24/7 availability with Enterprise-level 2-hour response times to support your Wiz & security journey, giving you rapid issue resolution alongside access to rich self-service resources and expert support teams.

Free: Comprehensive 24x5 support included in your subscription, including access to a rich self-service knowledge base, community forums, and a support team for efficient issue resolution.

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 benefits that customers get with Wiz Elite Support:

- 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.
- Knowledge transfer and coordination of instructor-led technical trainings to empower customer teams to effectively utilize Wiz.

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 to gain technical guidance on operationalizing the Wiz Platform and achieving business objectives.

Enhanced Support Benefits

24x7x365 Technical Support via **Wiz's global team of highly trained support engineers**. With an Enterprise-level 2-hour initial response time for critical P1 issues, Enhanced provides rapid assistance when you need it most. Leverage rich self-service resources, community forums, and expert support teams to operationalize the Wiz Platform and ensure fast issue resolution.

Free Support Benefits

24x5 Technical Support with a **4-hour initial response time** for critical P1 issues. Become a Wiz power-user with access to support engineers and technical assistance. Leverage self-service resources, community forums, and expert assistance for fast issue resolution.

Support Plan Features	Free	Enhanced	Enterprise	Elite
Support & Response				
Support Availability - P1	24x5	24x7	24x7	24x7
Initial Support Response Times - P1	< 4 hours	< 2 hours	< 2 hours	< 30 mins
Training & Certifications				
Self-paced Training	Yes	Yes	Yes	Yes
Instructor-Led Training	Public	Public	Public & Private	Public & Private
Certifications	Add-on	Add-on	Add-on	5 Included
Training Labs	Yes	Yes	Yes	Yes
Account Management & Engagement				
Technical Account Manager	Not Included	Not Included	Yes	Yes (Higher-Touch)
Onboarding Assistance Syncs	Not Included	Not Included	Weekly-first two months	Daily - first four months
Post-Onboarding Syncs	Not Included	Not Included	Monthly	Weekly

Support Plan Features	Free	Enhanced	Enterprise	Elite
Workshops	Not Included	Not Included	1	Up to 4
Shared Slack Channel with Account Team	Not Included	Not Included	Not Included	Yes
Slack Community	Yes	Yes	Yes	Yes
Product Capabilities				
Roadmap Tracker	Highlights Only	Highlights Only	Yes	Yes
Preview Hub	Public Previews	Public Previews	Private & Public Previews	Private & Public Previews

*Credit Limits May Apply