

VTMScan Service Level Agreement

Coverage

This SLA applies to active client accounts of ESDS VTMscan Service.

Service Level Goal

ESDS is a cloud service provider company. We are committed to creating Lifetime Customer Relationships by delivering World Class Managed Data Center Services and Cloud enabled Solutions. Our goal is to provide the most trusted and reliable ESDS VTMscan Service to our clients. We are committed to resolve any issues for our services with highest priority. ESDS has well trained Support team with experience of working on wide range of technologies includes web servers, operating systems, security compliances, various software applications and databases. ESDS will make sure to provide complete management and support to its clients, with this commitment we can cover resolution of issues raised under following categories as per expertise supported by us,

a. Covered Issues:

- VTMScan self-service portal related issues
- Website scanning issues. - In case all needed Pre-requisites for scanning supported by clients.
- Proof of Concept (POC) for vulnerabilities found through web application security scanning via VTMScan

b. Other Issues:

- Client queries related to reports and vulnerabilities identified.

c. Non-inclusion - Issues Out of service scope. like,

- ESDS will not do remediation of the vulnerabilities found
- User web applications/website availability related issues
- DNS Issues, website reachability from scanning server

Exceptions

ESDS will make all technical resources available in order to support their clients. However, it's client's responsibility to attempt to resolve basic issues such as adding websites, alert email addresses, monitoring of websites, fetch the reports, create a snapshot. ESDS reserves right to determine how much support or service level we will provide.

If a client uses our support policies over a fair usage & which may be affecting other customers. Due to the frequency and nature of support requests received over period of time by such a client, ESDS may be required to give a lower level of priority to that client in the support queue.

SUPPORT COVERAGE



ESDS COMMITS FOR THE FOLLOWING SUPPORT AVAILABILITY



Email: product.support@esds.co.in | Telephone: 18002093006