

GrammaTech Support Offerings

GrammaTech offers flexible support programs to assist our customers in continually improving software quality, safety and security. Different customers have different needs in their software development life cycle (SDLC) and our support programs provide flexibility. Standard support is for software development teams where static analysis is important, but not ultra-critical. Premium support is offered where static analysis is an integral part of the release cycle and dedicated Service Level Agreements (SLAs) are required to support both the development process and the business.

Standard Support

- Professional support Monday-Friday, 9am to 6pm EDT
- Targeted response from developer support engineers via phone, Email, or web
- Self-help providing instant access to solutions via the GrammaTech Support Portal
- New product releases, defect fixes and workarounds

Premium Support

Includes everything in Standard Support, plus:

- Comprehensive support 24 hours a day, 7 days a week for high impact issues
- Faster initial response time
- Dedicated support owner
- Assistance with custom configurations
- Priority ticket handling

GrammaTech Support Portal

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To ensure that your application security testing (AST) solution(s) are performing as expected and enabling your software development teams, **Premium Support** programs are now critical to releasing quality, safe and secure code. Our **Premium Support** plan provides a dedicated global team of senior support engineers committed to delivering higher SLAs through first response, conducting effective triage and providing high quality resolutions to rapidly fix issues and mitigate risk.

Flexible Support Tiers

The GrammaTech customer support team is committed to meeting the requirements and speed your team expects out of your own organization. To do this, we offer the response time and resolution options necessary that provide our customers peace of mind that their software is always supported.

Support Feature	Standard	Premium
Support Hours (all business hours)	5x12*	7x24
Targeted Response – email, web & phone	✓	✓
Self Help Tools via Customer Support Portal	✓	✓
New Product Releases, Patches & Workarounds	✓	✓
Comprehensive 24/7 Support	✗	✓
Faster Initial Response	✗	✓
Dedicated Support Engineer	✗	✓
Assistance with Custom Configurations	✗	✓
Priority Ticket Handling	✗	✓

*Standard support services, through telephone, electronic mail or another online mechanism between the hours of 9:00 AM and 6:00 PM, U.S. Eastern time, Monday through Friday, excluding U.S. holidays in accordance with GrammaTech's standard practice.

Premium Support Program Benefits



Dedicated Support Owner

Your dedicated GrammaTech Premium Support engineer has extensive product knowledge and familiarity with customer environments to expeditiously resolve Premium Support tickets. Engineers will ensure pending actions are acted on in a timely manner, inspected regularly with an eye toward timely resolution. Additionally, your support engineer will work with you to review goals and business needs and discuss product usage and ticket submission.



Priority Ticket Handling

Priority tickets are handled by your dedicated support engineer who quickly works to resolve your issue(s) related to product defects and/or functionality needs when high impact situations arise and need escalating. Your dedicated support engineer will work closely with other team members to prioritize work and find solutions. Where required, workarounds/patches will be released ahead of schedule so timelines can be met to address and fix your issue(s).



Faster Initial Response

Premium Support tickets will be responded to above the threshold set for Standard Support customers. The definitions defined for impact (severity) are listed on the next page and initial response times based on impact for Premium Support customers will be reduced (see last table for response details).



Assistance with Custom Configurations

Your dedicated GrammaTech Premium Support engineer will provide technical guidance and oversight for specific configurations involving custom checkers, custom compiler models, third-party integrations and product upgrades. Testing and enhancing custom workflows will be assessed to ensure performance impact is kept to a minimum. Best practices for all custom models will be discussed to ensure there is momentum towards moving to non-custom models, allowing for easier migration when upgrading.

GrammaTech Solutions

CodeSonar®

Seamlessly integrate static application security testing (SAST) into the DevSecOps process to analyze source and binary code, address safety and security issues early, improve code quality throughout the software development life cycle and accelerate projects.

CodeSentry®

Quickly perform binary software composition analysis on third-party and commercial off the shelf (COTS) software without access to source code to identify open source components, generate a comprehensive SBOM, detect 0-Day and N-Day vulnerabilities and get an overall security and risk score.

Customer Impact Definitions

When submitting a support ticket, issue severity based upon customer impact will be assigned as defined below. Issue severity will be used to prioritize response times for Standard Support and Premium Support customers.

Impact	Definition
P1	Any issue that causes the Software to be non-functional
P2	Any issue that causes a significant or ongoing interruption of use of critical functions with no acceptable work-around available, as determined jointly by GrammaTech and the customer
P3	Any issue that causes limited interruptions of use of a non-critical function as determined jointly by GrammaTech and the customer
P4	Any issue that does not significantly impede work or progress, a general question or issue

Customer Impact Definitions

When submitting a support ticket, issue severity based upon customer impact will be assigned as defined below. Issue severity will be used to prioritize response times for Standard Support and Premium Support customers.

Impact	Standard Response Times	Premium Response Times	Follow-up
P1	1 day	2 hours	Ongoing assistance until resolution
P2	1 day	2 hours	Ongoing assistance until resolution
P3	2 days	1 day	If, in GrammaTech's sole determination, a workaround or other developer solution is appropriate and feasible utilizing reasonable efforts
P4	3 days	2 days	No follow-up defined



Visit the GrammaTech Support Portal
<https://support.grammatech.com/>



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