

SUPPORT PACKAGES for
 Magnet AXIOM, Magnet AXIOM CYBER
 Magnet DVR Examiner*, Magnet IGNITE***



	ESSENTIAL SUPPORT	PREMIUM SUPPORT
Product updates In-product and portal access to latest software version and release notes.	Included	Included
Self-help 24x7 portal access to ticketing system, product documentation, and knowledge base.	Included	Included
Support hours for all cases	Monday – Friday** 8:30am – 5:30pm Eastern 8:30am - 5:30pm Pacific	Monday – Friday** 9:00am – 5:00pm GMT 8:30am - 5:30pm Eastern 8:30am - 5:30pm Pacific
Authorized support contacts	1 named contact	5 named contacts
Web and email case submissions	Unlimited	Unlimited
Phone case submissions	5 cases/year	Unlimited
Accelerated response times and touchpoints (based on posted Support hours)	n/a	S1: First response within 4 hours; daily updates S2: First response within 8 hours; weekly updates S3: First response within 24 hours; monthly updates
Escalations	n/a	S1 tickets handled across key time zones until resolution
Activity review	n/a	SLA management and quarterly support case review via email Email notifications when a reported bug or feature gets implemented

* Premium Support not available; Support hours 8am-5pm MT

**Except statutory or national holidays

***9:00 am – 5:00pm Eastern only; no premium support available

S1 (Severity 1): Critical impact to business operations, as set by Magnet Forensics

S2 (Severity 2): Moderate impact to business operations, as set by Magnet Forensics

S3 (Severity 3): Minimal impact to business operations, as set by Magnet Forensics

SUPPORT PACKAGES for
Magnet AUTOMATE, Magnet AUTOMATE ENTERPRISE,
Magnet REVIEW



	ESSENTIAL SUPPORT
Product updates Product update notifications and remote deployment support.	Included
Self-help 24x7 portal access to ticketing system, release notes, product documentation, and knowledge base.	Included
Support hours for all cases	Monday – Friday* 8:30am - 5:30pm Eastern
Authorized support contacts	5 named contacts
Web, email, and phone case submissions	Unlimited
Accelerated response times and touchpoints (based on posted Support hours)	S1: First response within 4 hours; daily updates S2: First response within 8 hours; weekly updates S3: First response within 24 hours; monthly updates
Named support contact	Dedicated and specialized technical support analyst
Escalations	S1 tickets handled across key time zones until resolution
Activity review	SLA management and quarterly support case review via email Email notifications when a reported bug or feature gets implemented Monthly health check

*Except statutory or national holidays

S1 (Severity 1): Critical impact to business operations, as set by Magnet Forensics

S2 (Severity 2): Moderate impact to business operations, as set by Magnet Forensics

S3 (Severity 3): Minimal impact to business operations, as set by Magnet Forensics