

**SUPPORT PACKAGES for  
Magnet Axiom, Magnet Axiom Cyber, Magnet  
Artifact IQ, Magnet DVR Examiner, Magnet  
GrayKey, Magnet Ignite,  
Magnet VeraKey**



	ESSENTIAL SUPPORT	PREMIUM SUPPORT
<b>Product updates</b> In-product and/or portal access to latest software version and release notes.	Included	Included
<b>Self-help</b> 24x7 portal access to support case management system, product documentation, and knowledge base.	Included	Included
Support hours for all cases*	See support portal	See support portal
Web and email case submissions	Unlimited	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

\*Except statutory, national, or corporate 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

**Magnet Automate,  
Magnet Review,  
Magnet Atlas**



	ESSENTIAL SUPPORT
<b>Product updates</b> Product update notifications and remote deployment support.	Included
<b>Self-help</b> 24x7 portal access to case management system, release notes, product documentation, and knowledge base.	Included
Support hours for all cases	Monday – Friday* 8:30am-5:30pm GMT/BST 8:30am-5:30pm ET/EST
Authorized support users (customer)	5 named contacts
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
Escalations	S1 tickets handled across key time zones until resolution
Activity review	SLA management Email release notifications

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**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