AppGate SDP Technical Support

Welcome! The information that is presented in this document is to provide the information you need to obtain technical support for your deployment of the AppGate Software Defined Perimeter (SDP) solution.

Welcome to Cyxtera - AppGate SDP customer support!

We at Cyxtera believe quality customer service is key to earning our customer's loyalty. Our technical support engineers are dedicated and trained to quickly understand your unique challenges while being aware that maintaining your security infrastructure is a mission critical task. Our mission is to rapidly deliver high quality response to your support needs.

Response and Resolution Procedure.

-Once an incident is created via portal or email a confirm receipt is sent with unique case ID used by our Support to track all activity related to the support issue.
-The case is classified based on Severity Level and Priority is set
-All Records of communication are kept in the support case and accessible for the customer via the customer portal
-Support will use commercially reasonable efforts to resolve the Incident in accordance with the target response times set forth in the table below.
-For management escalations – please use supportmanagers.appgate@cyxtera.com

Have a question for Technical Support?

Follow these easy steps!
ONLINE DOCUMENTATION:

We provide a detailed set of Administrative and User documentation with our software releases that will provide answers to a majority of your software or client operational questions.
Admin Guide: https://sdphelp.cyxtera.com/adminguide
Client User Guide: https://sdphelp.cyxtera.com/userguide

MAKING A SUPPORT REQUEST:

Support cases can be generated by eligible customer contacts via logging into the customer support portal or Email.

Customer Support Portal: https://cyxtera.service-now.com/csm
Email: AppGateSDP.Support@cyxtera.com

FOR MISSION CRITICAL INCIDENTS: Severity 1 or Severity 2 only.

When submitting a request to initiate our 24/7 response for Severity 1 or 2 incidents we require you to first enter an electronic ticket using the portal with detailed information on the issue, impact, any changes, and relevant logs to expediate resolution.

Once this has been completed please reach to us at the most convenient hotline number and reference the incident ID that you created online and select option 1:

EMEA: 0800-028-8563

United States: 800-884-3082

Response Guidelines

Severity Level	Initial Response Time**
Production Down Products are either completely inoperable or inaccessible to all of Licensee's users.	4 hours or less
High Severity Issue has severely impacted the performance of the Products' intended use and is causing a material and adverse impact to the majority of Licensee's users	8 hours or less
Medium Severity Issue has an impact on the performance or functionality of the Products as documented but it is impacting the minority of the Licensee's users.	2 Business days or less
Low Severity Minimal impact on the performance or functionality of the Products or is a recommendation for future development or product improvement	3 Business days or less
**Timeframe start from the support request including all necessary and appropriate information	