IKARUS Support and Service Offerings

Service description

Version: 1.1

Date: 14.08.2025

Content

Standard Support (1st & 2nd Level) ... 3
1. Scope of Services ... 3
2. Onboarding ... 3
3. Operations ... 4
4. Support Hours & Contact ... 4
5. Services Not Included ... 5

24/7 Support ... 6
1. Scope of Services ... 6
2. Included Services ... 6
3. Contact ... 6
4. Services not included ... 6

Service on Demand ... 7
1. Scope of Services ... 7
2. Areas of Application ... 7
3. Services not included ... 8

Scoped Service Packages ... 8
1. Scope of Services ... 8
2. Areas of Application ... 9
3. Services not included ... 9

Standard Support (1st & 2nd Level)

1. Scope of Services

This service description covers support as part of **1st- and 2nd-level customer support**, which is included in the following licenses and services provided by IKARUS Security Software GmbH:

- IKARUS anti.virus / anti.virus Home / anti.virus in the cloud
- IKARUS mail.security incl. ATP and S/MIME
- IKARUS mobile.management
- IKARUS malware.scanner
- IKARUS malware.scan.service
- IKARUS Industrial Cybersecurity Portfolio
- HarfangLab Guard feat. IKARUS
- IKARUS 24/7 incident.response

2. Onboarding

The following services are provided as part of the initial implementation:

- **Installation Planning:** Coordination with the customer or a designated contact person to plan and coordinate the product installation.
- **Introduction to the Application:** Overview of the user interface and administrative functions.
- **Rollout and Commissioning:** Provision of basic guides and practical examples for initial setup.
- **Product Configuration:** Recommendations for optimal product configuration based on the customer's specific requirements.
- **Training on Security Incidents:** Instruction on handling potential threats and infections from cyberattacks.

- **Monitoring:** Guidance and recommendations for monitoring the deployed products and devices.
- **Initial Hardware Configuration:** Execution of software updates and basic settings on the provided hardware, followed by shipment to the customer.
- **Initial Training:** One-time user training during onboarding, provided to a reasonable extent.

3. Operations

- **Troubleshooting/Bugs (2nd-Level-Depth)**: Qualified analysis and resolution of reported software errors.
- **Incident Management (2nd-Level-Depth)**: Management and resolution of service interruptions and system outages.
- **Technical Inquiries (1st-Level Depth)**: Support with general, non-complex technical questions.
- **Product information**: Provision of information on product updates and innovations..
- **Central Service Support**: Support for centrally provided services from the IKARUS data center.
- **Release Communication**: Notification about new releases and features to a designated customer email address.
- **Hardware Replacement**: Replacement of defective hardware (within warranty or with existing hardware maintenance).
- **False Positives/False Negatives**: Handling of false positives and false negatives for relevant products.

4. Support Hours & Contact

Support services are provided on business days during the following service hours:

- Monday to Thursday: 08:00–17:00 Uhr
- Friday: 08:00–15:00 Uhr

- Weekends/Public Holidays: Not available

Contact

- **Hotline**: +43 1 58995-400
- **Email**: support@ikarus.at
- **Languages**: German, English

5. Services Not Included

The following services are not included in standard support:

- **System Maintenance and Monitoring**: This includes, among other things, alerting, log analysis, performance tuning, and similar tasks.
- **Customer-Side Operational Responsibility**: Tasks such as system backups, user management, or infrastructure checks are the responsibility of the customer.
- **Product Configuration Beyond Initial Setup**: Adjustments or configuration changes after onboarding are not part of standard support.
- **Custom Implementation Support**: Tailored adaptations or integration services require separate agreements.
- **Support Outside Defined Service Hours or Without a Valid License or Maintenance Contract.**
- **Direct Involvement in Incident Response or Forensic Analysis at the Customer Site.**
- **Direct Support for End Customers of Resellers**: Supporting sub-customers in reseller scenarios requires an additional support package.
- **On-Site Support**: On-site services are not included in the standard scope and must be ordered separately.
- **Malware Analyses:** On-demand or forensic malware analyses.

24/7 Support

1. Scope of Services

This optional support package provides access to extended support services outside of regular business hours – exclusively for urgent, business-critical incidents. Provision is subject to a separate agreement.

The package is billed annually and is based on the scope of the deployed products and licenses.

2. Included Services

The following services are included in the 24/7 support package:

- **Direct access to 24/7 support** for acute, business-critical disruptions outside regular business hours.
- **Assistance with severe service interruptions or outages**, e.g., complete product unavailability or security-related escalations.
- **Escalation management** and coordinated communication during critical incidents.
- **Initial assessment and recommended actions** (e.g., workarounds) outside of regular support hours.

3. Contact

- Access to 24/7 support is provided via a **dedicated support hotline**, which is individually provided to the customer at the start of the contract.
- The hotline is not accessible through the regular support channels or the general support number.

4. Services not included

The following services are **not included** in the 24/7 support package:

- **Services covered by other service plans** (e.g., “Service on Demand,” “Advisory Meeting Package,” etc.).
- **Support for onboarding, product training, or configuration**.
- **Handling of non-business-critical inquiries** (e.g., general usage questions, feature descriptions).
- **Guaranteed recovery times** (no SLA with a fixed timeframe).
- **On-site support**.
- **24/7 incident response or forensic services (**IKARUS 24/7 incident.response can be booked as a separate service).

Service on Demand

1. Scope of Services

The **Service on Demand package** offers flexible, needs-based services billed on an hourly basis. Billing is handled through a **predefined hourly quota** (prepaid model) at an agreed hourly rate.

The quota is **tied to a specific product or a defined service** (e.g., OT Security) and may only be used within the agreed scope of services.

- **Validity:** Only during the active use of the associated product/service.
- **No refund in case of non-utilization.**
- **Non-transferable:** Use for other products or services is not possible.

2. Areas of Application

The Service on Demand package can be used for the following services:

- **Workshops and training sessions** on product-related topics
- **Product configurations** within the agreed product or service scope

- **Consulting and professional support**
- **Evaluation and handling of warning messages**
- **Performance tuning and optimization**

3. Services not included

The following services are **not included** in the Service on Demand package:

- **Interventions in the customer's infrastructure**, such as changes to virtual or physical systems
- **Services covered by separately defined service packages** (e.g., "Scoped Service Packages")
- **Travel expenses**, including transportation, accommodation, or similar costs
- **Services outside the agreed product or service context**

Scoped Service Packages

1. Scope of Services

Scoped Service Packages are flat-rate service packages with a clearly defined scope of services established in advance.

In the field of industrial security, we offer **NIS2-compliant services** for your **Nozomi Networks technologies** – for more details, please refer to the Datasheet IKARUS Professional Services.

For HarfangLab Guard featuring IKARUS, we provide tailored IT services – for more information, please refer to the Service description of the HarfangLab Guard Advisory Meeting Package.

Services are not billed on an hourly basis, but rather goal-oriented and at a flat rate..

- **Package-based billing:** Each package is individually priced – based on the product, scope, complexity, and other factors.
- **Clearly defined scope of services:** Services are tied to a specific purpose and a particular product.

- **Not combinable or transferable:** Use in combination with other support packages (e.g., "Service on Demand") or for other products is excluded.
- **Term:** By default, a package is valid for 12 months from the start of the contract, unless otherwise agreed.

2. Areas of Application

Scoped Service Packages are particularly suitable for:

- **Predefined service activities and project goals** that have been agreed upon with the customer
- **Recurring or strategic tasks** that are planned and executed in relation to specific products
- **Structured support or implementation scenarios** where the scope, process, and expected results are clearly defined

3. Services not included

The following services are not included within the scope of Scoped Service Packages:

- **Ad-hoc support or spontaneous consulting services** that go beyond the agreed package content
- **Use for other products or outside the defined scope of applicability**
- **Hourly-based services or individual tasks** (these can be booked under the "Service on Demand" package)
- **Service extensions beyond the agreed duration** without prior renewal or new agreement

We are happy to advise you.

Phone: +43 1 58995-500
Email: sales@ikarus.at