

IKARUS Support and Service Offering

Service description

Version: 1.3

Date: 23 February 2026

Content

- Standard Support (1st & 2nd Level)3
 - 1. Scope of Services3
 - 2. Onboarding.....3
 - 3. Operations4
 - 4. Support Hours & Contact.....4
 - 5. Services Not Included4
- 24/7 Support.....6
 - 1. Scope of Services6
 - 2. Included Services.....6
 - 3. Contact6
 - 4. Services not included6
- Service on Demand.....8
 - 1. Scope of Services8
 - 2. Areas of Application8
 - 3. Services not included8
- Scoped Service Packages.....9
 - 1. Scope of Services9
 - 2. Areas of Application9
 - 3. Services not included9

Standard Support (1st & 2nd Level)

1. Scope of Services

This service description covers **1st- and 2nd-level customer support** included in the following licenses and services provided by IKARUS Security Software GmbH, where contractually agreed:

- 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
- HarfangLab Guard feat. IKARUS
- HarfangLab Attack Surface Management
- 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

Contact & further information

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

About IKARUS Security GmbH

IKARUS Security is an independent European cybersecurity company with proprietary malware detection technology and threat intelligence, IT and OT security solutions, and cybersecurity services. Since 1986, IKARUS has protected enterprises, public authorities and critical infrastructure with technology-driven solutions and operational expertise.