

Support

One Solution to Protect Them All

Execute your next identity and access management deployment with confidence knowing that ForgeRock Product Support is close at hand throughout the project lifecycle. Our team of responsive, experienced professionals can help you streamline your deployment and minimize downtime for better access, availability and revenue potential.

Summary of Support Plans

To help decide which Support Plan is best for you, please contact your ForgeRock sales representative.

Features	Bronze	Silver	Gold
Source Code	YES	YES	YES
Updates / Bug Fixes (Maintenance Releases)	YES	YES	YES
Web Support	12 x 5	24 x 7	24 x 7
Email Support	12 x 5	24 x 7	24 x 7
Phone Support	8 x 5	12 x 5	24 x 7
Authorized Support Contacts	2	5	10
Accelerated SLAs	Not included	Not Included	Additional Option
Business Reviews & Strategic Planning	Not included	Not included	Included
Professional Services	Additional Option	Additional Option	Additional Option
University Training	Additional Option	Additional Option	Additional Option

Support designed for customer success:

- Global 24x7 support staffed in your local time zone
- A flat structure staffed by development engineers
- Co-located support staff and engineering
- Support staff evaluated on customer satisfaction, not ticket throughput

Feature Description

Updates/Bug Fixes (Maintenance Releases):

Only subscription customers are provided access to bug fixes, patches, and sustaining releases for each software product. See <https://support.forgerock.com> for more information.

Web and Email Support: ForgeRock Customer Support can be contacted anytime via web or email at support@forgerock.com. Submit and manage cases online.

Phone Support: ForgeRock Customer Support can be contacted anytime via phone to submit a case. Manage cases online.

Authorized Support Contacts: Designated contacts in your company who are authorized to submit cases to ForgeRock Support and who work directly with our experts.

Accelerated SLAs: High priority Software fixes are fast tracked by our support team.

Business Reviews and Strategic Planning:

Annual business review conducted with ForgeRock experts to discuss deployment request for enhancements and for insight into the ForgeRock Identity Stack roadmap.

Additional Options

Professional Services: ForgeRock Professional Services includes workshops, on-site assistance and architecture design to support the success of your identity deployment.

University Training Plan: Our University experts can craft a customized training curriculum plan aligned to your business needs that will prioritize your objectives, identify areas to leverage best practices and measure your progress as a team.

For additional information, please contact your sales representative or go to forgerock.com/services.

Service Priorities

1
URGENT

Production system: application or critical feature / function is down, affecting all or large population of end users. No workaround is available.

2
HIGH

Production system: a major feature or function is not working correctly and is blocking full use of the system, but other features are operational. Root cause analysis on a production failure where service has been restored.

Pre-production system: a major feature or function is not working correctly and could delay deployment or upgrade.

3
NORMAL

A minor issue is impacting usability or administration of the system, but a workaround is available and major features/functions are working correctly.

4
LOW

Intermittent or unexpected behavior is observed which suggests a possible problem or a request for enhancement (RFE). Low or no user impact.

Service Level Goals

Bronze: 1 Day
Silver: 4 Hours
Gold: 2 Hours

Bronze: 2 Days
Silver: 8 Hours
Gold: 4 Hours

Bronze: 3 Days
Silver: 1 Day
Gold: 6 Hours

Bronze: 4 Days
Silver: 2 Days
Gold: 1 Day

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About ForgeRock The ForgeRock Identity Platform™ transforms the way millions of customers and citizens interact with businesses and governments online, providing better security, building relationships, and enabling new cloud, mobile, and IoT offerings from any device or connected thing. ForgeRock serves hundreds of brands like Morningstar, Vodafone, GEICO, TomTom, and Pearson, as well as governments like Norway, Canada, and Belgium, among many others. Headquartered in San Francisco, California, ForgeRock has offices in London, Bristol, Grenoble, Oslo, Singapore, and Vancouver, Washington. ForgeRock is privately held, backed by leading global venture capital firms Accel Partners, Foundation Capital, and Meritech Capital. For more information and free downloads, visit <http://www.forgerock.com> or follow ForgeRock on Twitter at <http://www.twitter.com/forgerock>.