
Premium Global Support

With Enterprise Services also comes Premium Global Support. Enterprise Services customers get the best of both worlds with 1) Access to the Global Enterprise Services team, for all deliverables available under the Enterprise Services program and 2) Priority 24x7 access to the Imperva Support team for any critical or time-sensitive inquiries, with the best available SLAs.

Imperva is an analyst-recognized, **cybersecurity leader** championing the fight to **secure data and applications** wherever they reside.

Standard vs. Premium Support: Fast Response SLAs

| SUPPORT DELIVERY | STANDARD SUPPORT | PREMIUM SUPPORT |
|------------------|------------------|-----------------|
| Critical Impact | < 2 hrs | < 30 min |
| Major Impact | < 4 hrs | < 1 hr |
| Low Impact | < 1 Business Day | < 8 hrs |