

# ALGOSEC DESIGNATED SUPPORT ENGINEER

## Ensure the Smoothest Operations with Designated, Priority Service and a Single Point of Contact

AlgoSec Designated Support Engineer service provides a designated technical resource responsible for ongoing activity related to AlgoSec's solution.

Dedicated to your IT and Security environment, the Designated Support Engineer becomes the expert of your unique processes and requirements, as well your network's specific configurations and challenges – delivering smoother operation in a short time. As a result, they are familiar with your environment, internal processes, and staff. Your Designated Support Engineer has full visibility and management over your entire case history and will be your liaison with and provide direct access to the AlgoSec R&D team. These engineers are seasoned professionals who have extensive experience with AlgoSec's products.

Your Designated Support Engineer acts as your single point of contact and customer advocate within AlgoSec and is focused on building and maintaining a deep understanding of your business and technical requirements.

Global organizations that are looking for extended coverage have the option to purchase additional follow the sun coverage with two designated support engineers, ensuring round-the-clock support for business-critical issues.

### Key Benefits

- Priority access to support and R&D
- Single point of contact
- Quicker and more efficient case resolutions
- Holistic view of your entire case history
- Optional global support coverage available across multiple time zones