

# Premium Support Services

Synopsys Software Integrity Group provides supporting resources and services aimed to maximize the full value out of all Synopsys AppSec tools.

Synopsys is committed to customer success. As a leading vendor in the AppSec industry for both R&D investment and development, Synopsys provides customers with continuous innovation and the highest levels of support across the full suite of Synopsys AppSec tools.

Beyond providing complimentary Standard Support, Synopsys also offers Premium Support programs to meet customer needs and expectations.

Premium Support programs are available to customers in need of a higher level of availability and responsiveness.

## Premium Support programs

For customers with mission-critical or distributed development environments, Synopsys can provide additional support coverage hours through Premium Support programs. In addition to the capabilities delivered by Standard Support, Premium Support provides greater levels of coverage and enhanced service-level objectives (SLO) for critical issues.

Synopsys provides supporting resources and services to maximize the full value of Synopsys AppSec tools. This table compares Premium Support tiers.

Premium Support	Premium Plus Support
Increased coverage to 24/5	Increased coverage to 24/7
P1 SLO 4 hours	P1 SLO 4 hours
Prioritized case management	Prioritized case management

This table compares Standard and Premium Support tiers.

Tasks and Activities	Standard	Premium	Premium Plus
Coverage	9 a.m. - 5 p.m. M-F*	24/5 M-F	24/7
P1 SLO	24 hours	4 hours	4 hours
Phone support	●	●	●
Case tracking and monitoring	Case management via community	Case management via community	Case management via community
Access to documentation	●	●	●
Access to knowledgebase	●	●	●
Access to support community	●	●	●
Prioritized case management		●	●
Expedited response times		<ul style="list-style-type: none"> <li>• 24/5 access</li> <li>• Follow-the-sun approach for critical issues</li> <li>• Expedited case escalation</li> </ul>	<ul style="list-style-type: none"> <li>• 24/7 access</li> <li>• Follow-the-sun approach for critical issues</li> <li>• Expedited case escalation</li> </ul>

\*Global and multiregion customers must select a designated time zone to determine their local support hours.

Please contact your customer success manager or sales representative for further information on these or other service and support programs.

## The Synopsys difference

Synopsys provides integrated solutions that transform the way you build and deliver software, accelerating innovation while addressing business risk. With Synopsys, your developers can secure code as fast as they write it. Your development and DevSecOps teams can automate testing within development pipelines without compromising velocity. And your security teams can proactively manage risk and focus remediation efforts on what matters most to your organization. Our unmatched expertise helps you plan and execute any security initiative. Only Synopsys offers everything you need to build trust in your software.

For more information about the Synopsys Software Integrity Group, visit us online at [www.synopsys.com/software](http://www.synopsys.com/software).

©2023 Synopsys, Inc. All rights reserved. Synopsys is a trademark of Synopsys, Inc. in the United States and other countries. A list of Synopsys trademarks is available at [www.synopsys.com/copyright.html](http://www.synopsys.com/copyright.html). All other names mentioned herein are trademarks or registered trademarks of their respective owners. June 2023.