

FAQs for Q1 2019 at Armor

Overview

For Armor Complete and Armor Anywhere users, Q1 will be an exciting time at Armor.

Please review the following frequently asked questions to learn about the changes taking place to Armor's products.

Updated Service (Support) Offerings

This section applies to **Armor Complete** and **Armor Anywhere** users.

In short, what will change? To provide better service and customized support, Armor has revamped the entire support process by offering three levels of service, **Basic**, **Advanced**, and **Enterprise**.

Service Level	Target User Type	Additional Information
Basic	For smaller organizations with security and compliance needs but on a tighter budget.	Basic Support is included at no extra charge, providing robust monitoring, SOC and ticketing support 24/7/365.
Advanced	For larger companies who want dedicated support, guidance and advocacy but don't require 24/7 attention. Most new Armor clients choose Advanced .	Advanced Support clients get all of the advantages of Basic Support plus are assigned a Customer Experience Manager, and have access to Armor resources by phone during normal business hours. Named Customer Experience Manager (CXM) Customer Experience Managers operate as a central point of contact to manage the quality, efficiency and delivery of Armor services throughout the client's relationship with Armor. CXMs ensure close collaboration and integration between Armor and client teams and processes across the life-cycle of their engagement. CXMs are measured by their ability to maintain high client satisfaction and loyalty ratings with their assigned clients.
Enterprise	For large-scale organizations seeking dedicated Customer Experience Manager support and round-the-clock access to Armor team resources. Includes Quarterly Executive Business Reviews.	Armor Enterprise Support clients receive all of the advantages of Advanced Support plus get 24/7/365 access to Armor resources by phone as well as receive quarterly Executive Business Reviews. Architecture Analysis and Guidance Armor will coordinate working sessions with clients to review, create and update network diagrams, as well as system and application information to better support the environment. Executive Business Review Delivered quarterly, the Executive Business Review is an interactive discussion of recent client projects, and security and service delivery metrics. The review includes a briefing on Armor's current roadmap.

Which level of support am I enrolled in? In a separate email, you will be notified regarding your assigned service level. You will receive this email by the end of January 2019.

When will the billing process be updated? After March 2019, you will see your bill updated based on your assigned service level.

Can I switch to another service level in the middle of a billing cycle? No. While you can notify Armor about switching to another service level, you will remain in the original service level until the end of the billing cycle. The switch will take place on the first day of the new billing cycle.

Does Armor provide free and basic support? Yes. **Basic** service is available to users who are not assigned to the **Advanced** or **Enterprise** services.

What are the differences between each service level? Review the following table to understand the differences between each service level.

	Basic	Advanced	Enterprise
Pricing	Included, no additional cost	Monthly charge of \$995	Monthly charge of \$10,500 or 10% of client MRR (whichever is higher)
Self-Service Support	Basic	Advanced	Enterprise
Full product documentation and support/troubleshooting guides are available 24/7/365 to users at the Armor Knowledge Base .	Yes	Yes	Yes
Included Infrastructure Management (For Armor Complete Only)*	Basic	Advanced	Enterprise
VM Configuration and Deployment	Yes	Yes	Yes
Addition/Removal of Services Including Backup and DR Configuration	Yes	Yes	Yes
24/7 Server Monitoring	Yes	Yes	Yes
Troubleshooting	Yes	Yes	Yes
Patching Support	Yes	Yes	Yes
OS Support	Yes	Yes	Yes
Network Configuration Support	Yes	Yes	Yes
Architecture Analysis and Guidance	No	No	Yes
API Services	Basic	Advanced	Enterprise
API Services Access	Full access, unlimited use	Full access, unlimited use	Full access, unlimited use
Coverage and Engagement Profile	Basic	Advanced	Enterprise
Security Operations Center	24/7/365	24/7/365	24/7/365
Ticket Support	24/7/365	24/7/365	24/7/365
Ticketing/Incidents	Unlimited Tickets or Open Incidents	Unlimited Tickets or Open Incidents	Unlimited Tickets or Open Incidents
Phone Support	Not Applicable	8am-5pm CST & GMT, M-F	Round-the-Clock Coverage 24/7/365
Response SLO	48 hours	Not Applicable	Not Applicable
Expanded Service Excellence	Basic	Advanced	Enterprise
Customer Experience Manager	Not Applicable	Named Customer Experience Manager	Named Customer Experience Manager
Business Reviews	Not Applicable	Not Applicable	Quarterly Executive Business Reviews (EBR)
Response SLA	Basic	Advanced	Enterprise

Ticket Handling	Not Applicable	Priority ticket handling. 6 hours for acknowledgement during coverage hours.	Priority ticket handling. 30 minutes for acknowledgement.
Service Credit Eligibility	Not Applicable	Up to 3% credit on support service for impacted month. Request for credit must be made in writing (via ticket) within 72 hours of incident.	Up to 5% credit on support service for impacted month. Request for credit must be in writing (via ticket) within 120 hours of incident.
Incident Investigation	Each incident includes 2 free hours of investigation.	Each incident includes 2 free hours of investigation.	Each incident includes 2 free hours of investigation.

*Infrastructure Management pertains to Armor Complete solutions only

You can also [view and download the official data sheet](#) to learn more.

Updated Vulnerability Scanning

This section applies to **Armor Complete** users.

In short, what will change? Vulnerability scanning will be automatically added to all virtual machines.

Will vulnerability scanning be added to newly created machines and already-existing virtual machines? Vulnerability scanning will be added to all virtual machines, regardless of when they were created.

How do I know if my virtual machine contains vulnerability scanning? In the Armor Management Portal (AMP), you can view the **Vulnerability Scanning** screen to verify that your hosts contain vulnerability scanning. You can also use this screen to view the status of a scan. To learn more, see [Vulnerability Scanning](#).

Updated Snapshot Services

This section applies to **Armor Complete** users.

In short, what will change? Armor will be discontinuing the Snapshot Service offering, effective March 1, 2019.

Why is Armor discontinuing the Snapshot Service? This service was originally created to support Armor's Security Operations team in forensics investigations. In reality, this service was not a true backup solution for users. As a result, Armor launched the Advanced Backup add-on product exclusively for end users.

What will happen to old snapshots? As snapshots were only meant to be used for deeper forensics investigations, any data stored in the snapshots will be deleted. This action will not impact your environment or virtual machines. Data will be managed in accordance to Armor's compliance policies.

Will Armor replace this service? Yes. For several months, Armor has partnered with Rubrik to offer the **Advanced Backup** add-on product. You can use this add-on product to take backups of your virtual machines. (These backups are also known as a snapshot.) In the event of data loss, you can use these snapshots to restore your virtual machine to a previous state. These snapshots will be stored with Armor, based on the retention configurations you create in the backup policy. This add-on product is available to users who use the Dallas (DFW01) and Phoenix (PHX01) data centers. To learn more, see [Advanced Backup](#). For all other data centers, you can use the Backup and Recovery add-on product form R1Soft. To learn more, see [Backup & Recovery](#).

Is the Advanced Backup add-on product compatible with Zerto? Currently, the Advanced Backup service is not compatible with Zerto; however, Armor is working with Zerto to deliver compatibility in the near future.

New Ticketing Platform

This section applies to **Armor Complete** and **Armor Anywhere** users.

In short, what has changed? Later in this quarter, Armor will offer a more robust ticketing service. This update will allow you to configure which users can receive and interact with specific tickets. Additionally, through Armor's email notification feature, you will receive less but more useful notifications.

How long will tickets be retained? Armor will maintain a ticket history of 13 months. You can request this data to be pulled from Armor before February 2020.

When will this feature release? Incremental updates have already taken place; however, more user-focused changes will take place in February 2019.

New Audit Trail

This section applies to **Armor Complete** and **Armor Anywhere** users.

In short, what has changed? Armor has introduced a new screen that records and displays every change made to your account. In the Armor Management Portal (AMP), in the **Activity** screen of the **Account** section, you can review and download a full history of every account interaction, including the user who made the change.

USER	TYPE	DATE	ACTIVITY
	infrastructure	Today, 10:48 AM	Submitted powerOn request to VM
	infrastructure	Today, 10:48 AM	Failed Request: Submitted powerOn request to VM
	infrastructure	Today, 10:48 AM	Submitted powerOn request to VM
POWER ACTION	powerOn		
URL	FEP /FEP	corporatevms	
USER			
VM NAME	Redshift		
	infrastructure	Today, 10:48 AM	Failed Request: Submitted powerOn request to VM
	infrastructure	Today, 10:47 AM	Added workload Agent
	infrastructure	Today, 10:47 AM	Added ter Agent0 & to workload Agent
	infrastructure	Today, 10:34 AM	Added 202 - Virtual Load Balancer (100 Mbps) - v17 x VM
	infrastructure	Today, 10:34 AM	Submitted powerOn request to VM
	infrastructure	Today, 10:33 AM	Submitted powerOn request to VM
	infrastructure	Today, 10:33 AM	Failed Request: Submitted powerOn request to VM
	infrastructure	Today, 10:31 AM	Removed advanced backup VM protection to VM
	infrastructure	Today, 10:31 AM	Removed advanced backup VM protection to VM
	infrastructure	Today, 10:31 AM	Removed advanced backup VM protection to VM
	infrastructure	Today, 10:19 AM	Added 602 - Virtual Load Balancer with Traffic Script (200 Mbps) - v17 x VM
	infrastructure	Today, 10:19 AM	Submitted powerOn request to VM
ARMOR	infrastructure	Today, 10:18 AM	Submitted powerOn request to VM

To learn more, see [Account Activity](#).
