

Achieve Operational Excellence with Swimlane Support

Select the support package that best suits your organization's needs. Discover the various channels available to connect with Swimlane technical support and ensure your team receives the assistance they require. This datasheet provides detailed information on the Swimlane Premium and Standard Support Plans, highlighting the key features and benefits of each.

Priority Classification

| Priority | Level | Impact | Description |
|----------|--------|---------------------------|---|
| P1 | Urgent | Production system is down | An issue where the product or platform is unavailable or is so seriously impaired that it is unusable, and no alternative is available. |
| P2 | High | Major business impact | An issue that substantially impairs a customer's ability to use one or more features of the Swimlane product or platform. |
| P3 | Normal | General business impact | An issue that minimally impairs a customer's ability to use the core functions of the Swimlane product or platform. |
| P4 | Low | Low impact | All other issues. |

Support Benefits and Feature Comparisons

Regardless of the support level you select, you can expect personalized assistance from our expert team. All technical support requests can be submitted through the Swimlane Support Portal or via email to support@swimlane.com. Response SLA's start once the ticket is submitted and will vary in response time based on the support prioritization categories listed above.

We will utilize remote resources, including screen sharing, Secure File Transfer Protocol (SFTP), and other tools, to ensure a smooth and seamless support experience for all customers. To understand the differences in value between Premium and Standard Support, see the chart below.

| | Standard Support | Premium Support |
|---------------------|---|--|
| Availability | P1-P4 12x5 support weekdays in your region | P1-P2 24x7 P3-P4 12x5 |
| Response Time Goals | | |
| P1 | 1 hour | ½ hour |
| P2 | 4 hours | 4 hours |
| P3 | 1 day | 12 hours |
| P4 | 2 days | 1 day |

Regional Support Hours

All Swimlane Support regions operate Monday through Friday. Find information on specific time zones supported in the chart below.

| Priority | Business Hours/Days |
|---------------|---|
| North America | 6:00 a.m. to 6:00 p.m. Mountain Time |
| APJC | 6:00 a.m. to 6:00 p.m. Australian Eastern Time |
| EMEA | 6:00 a.m. to 6:00 p.m. Greenwich Mean Time/British Time |

Learn more about Swimlane Support

For more information about Swimlane Support Plans offered, contact your Account Manager or Customer Success Manager. To learn more, visit <https://swimlane.com/services/support/> and raise a question directly via the [Swimlane Support Portal](#).

At Swimlane, we believe the convergence of agentic AI and automation can solve the most challenging security, compliance and IT/OT operations problems. With Swimlane, enterprises and MSSPs benefit from the world's first and only AI automation platform for every security function. Only Swimlane gives you the scale and flexibility to unify security teams, tools and telemetry, ensuring today's SecOps are always a step ahead of tomorrow's threats.