

Swimlane Support

Achieve Operational Excellence with Swimlane Support

Select the support package that best suits your organization's needs. Discover the various channels for connecting with Swimlane technical support and ensure your team receives the assistance they need. 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, 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: 24x7 P2–P4: 12x5, weekdays in your region	P1: 24x7 P2–P4: 12x5, weekdays in your region
Response Time Goals		
P1	1 hour	½ Hour
P2–P4	4 hours	2 hours

Regional Support Hours

Swimlane Support regions operate Monday through Friday during standard business hours, except for P1 issues, which are prioritized. 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.