

Premium and Designated Support Services

The 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 and Designated Support Engineer programs to meet customer requests and expectations.

Premium Support and Designated Support Engineer programs are available to customers in need of a higher level of availability and responsiveness or that require specialized technical, tactical, and operational knowledge.

Premium Support programs

For customers with mission critical or distributed development environments, Synopsys can provide additional support coverage through the Premium Support program.

In addition to the capabilities delivered by Standard Support, Premium Support provides greater levels of coverage, enhanced service level objective (SLO) for critical (P1) issues, and access to a designated engineer.

Designated Support Engineer program

A Designated Support Engineer (DSE) is a designated remote support specialist and product expert. The DSE is a single point of contact for customers who are intimately familiar with the deployment topology and requirements. The DSE manages all cases for a customer and has direct access to Synopsys internal teams, such as engineering, to expedite time to resolution. DSE programs allow a customer to use up to 10 hours per week of a named support engineer. This engineer becomes an integral part of the customer's deployment team and offers guidance, planning, and hands-on support during those hours.

Quantifiable benefits

- Rapid root cause diagnosis and problem resolution, reduced time to resolution (TTR)
- Increased customer satisfaction through optimized product deployment
- Reduced total cost of ownership due to increased uptime, decreased TTR
- Proactive case history reports that identify trends and develop corrective action

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

Premium Support programs

Premium Support	Premium Plus Support
Increased coverage to 24/5	Increased coverage to 24/7
P1 SLO 4 hours	P1 SLO 4 hours
Access to designated support engineer	Access to designated support engineer

Premium Support program comparison

Tasks and Activities	Standard	Premium	Premium Plus
Coverage	9 a.m. - 5 p.m. M-F	24/5	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		●	●
Shared access to a Designated Support Engineer		●	●
Best practice guidance		Access to an internal subject matter expert	Access to an internal subject matter expert
Expedited response times		<ul style="list-style-type: none"> • 24/5 access • Follow-the-sun approach for critical issues • Expedited escalation to engineering 	<ul style="list-style-type: none"> • 24/7 access • Follow-the-sun-approach for critical issues • Expedited escalation to engineering
Performance monitoring		Proactive management of day-to-day operations	Proactive management of day-to-day operations
VPN remote access		●	●

The Synopsys difference

Synopsys helps development teams build secure, high-quality software, minimizing risks while maximizing speed and productivity. Synopsys, a recognized leader in application security, provides static analysis, software composition analysis, and dynamic analysis solutions that enable teams to quickly find and fix vulnerabilities and defects in proprietary code, open source components, and application behavior.

For more information about the Synopsys Software Integrity Group, visit us online at www.synopsys.com/software.

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