



## CUSTOMER GUIDE

# ORDR Care Customer Success and Support Services

## Overview

At ORDR, we're dedicated to supporting our customers every step of the way — helping you reach your goals throughout the entire lifecycle of securing your connected devices.

Our Customer Success and Support team is made up of passionate, experienced professionals with deep product expertise and a strong understanding of real-world environments. With a global footprint and a “follow the sun” approach, we provide around-the-clock monitoring and tap into local resources when advanced support is needed.

## Services ORDR Care Provides

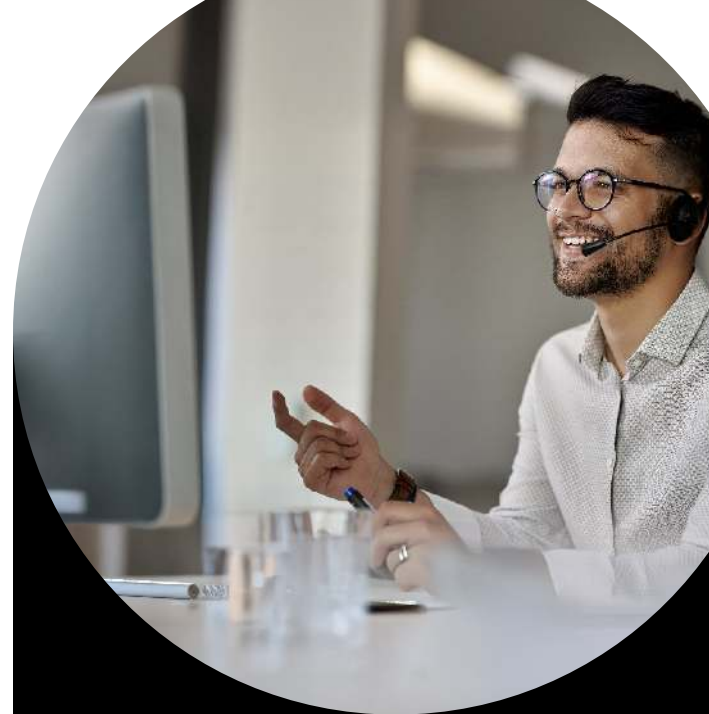
ORDR offers two tiers of service and support — ORDR Care and ORDR Care+ — so you can choose the level of guidance, expertise, and ongoing engagement that best fits your organization's needs.

**INITIAL SETUP AND IMPLEMENTATION** – *Get expert-led onboarding with dedicated resources, architecture reviews, integration support, and guided use case development.*

**ONGOING OPTIMIZATION AND ENGAGEMENT** – *Drive continuous value with executive reviews, customized reports, and proactive optimization and health checks.*

**SUPPORT** – *Access responsive technical support, case management, and knowledge resources, with priority escalation and hardware replacement.*

**OPERATIONS** – *Ensure system reliability with 99.5% uptime, active health monitoring, and regular software maintenance updates.*



## Our team has extensive experience in:

- Network engineering and architecture
- IT security engineering and architecture
- DevOps tools and deployments
- Biomedical engineering
- Healthcare program management
- Security leadership (CISO/CSO) in large enterprise and critical infrastructure environments
- Global customer service leadership and response

| SERVICES PROVIDED                      | ORDR Care                                          | ORDR Care+                                         |
|----------------------------------------|----------------------------------------------------|----------------------------------------------------|
| INITIAL SETUP AND IMPLEMENTATION       |                                                    |                                                    |
| Customer Success Manager (CSM)         | Pooled                                             | Dedicated                                          |
| Solution Architect (SA)                | Pooled                                             | Dedicated                                          |
| Integration Configuration Support      | Visibility and Context                             | ✓                                                  |
| Network Architecture Reviews           | Initial 3 Months                                   | ✓                                                  |
| Sensor Scoping and Deployment          | ✓                                                  | ✓                                                  |
| Use Case Definition and Mapped KPIs    | ✓                                                  | ✓                                                  |
| ORDR University - Self-Guided Training | ✓                                                  | ✓                                                  |
| ONGOING OPTIMIZATION AND ENGAGEMENT    |                                                    |                                                    |
| Executive Business Review (EBR)        | —                                                  | Semi-Annually                                      |
| Customized Dashboards and Reports      | —                                                  | 5 Dashboards/Reports Annually                      |
| CSM Cadence Frequency                  | Monthly                                            | Semi-Monthly                                       |
| Strategic Security Optimization        | Semi-Annually                                      | Quarterly                                          |
| Visibility Gap Analysis                | Semi-Annually                                      | Quarterly                                          |
| Health Check                           | Semi-Annually                                      | Quarterly                                          |
| SUPPORT                                |                                                    |                                                    |
| Priority Escalation                    | —                                                  | ✓                                                  |
| 24x7x365 Support (P-1 issues)          | —                                                  | ✓                                                  |
| 8x5 Support (Mon-Fri, local time)      | ✓                                                  | ✓                                                  |
| Hardware Replacement (RMA)             | Hardware warranty under subscription, best effort. | Hardware warranty under subscription, best effort. |
| Case Management Portal                 | ✓                                                  | ✓                                                  |
| Knowledge Base and FAQ Library         | ✓                                                  | ✓                                                  |
| OPERATIONS                             |                                                    |                                                    |
| Cloud System Uptime                    | 99.5%                                              | 99.5%                                              |
| System Health Monitoring               | ✓                                                  | ✓                                                  |
| SW Maintenance Updates                 | ✓                                                  | ✓                                                  |

## Service Description

The following resources are available to ORDR customers with active support contracts based on their current support service level. See the table below for the resources available at each level of service.

### INITIAL SETUP AND IMPLEMENTATION



#### Customer Success Manager (CSM)

- Optimizes deployments, maximizing platform benefits throughout the lifecycle to drive ROI and enhance operational efficiency for clients.



#### Solutions Architect (SA)

- Product expert in navigation, usability, and integrations. Offers guidance on methodology and best practices, including incident investigation and vulnerability management.



#### Integration Configuration Support

- ORDR assisted support for 3rd-party solutions integrated with production deployments.



#### Network Architecture Review

- A crucial phase in ORDR platform deployment, ensuring optimal integration within the organization's network for comprehensive asset visibility, enhanced security monitoring, and peak performance.



#### Sensor Scoping and Deployment

- Pre-configured sensors are dispatched to designated facilities for installation. Our streamlined methodology ensures plug-and-play functionality upon receipt, maximizing ease of use.



#### Policy Use Case Definition and Outcomes Mapping

- Establish a baseline of traffic flows for critical assets to automate the generation of firewall rules, access control lists (ACLs), and network access control (NAC) policy enforcement for effective segmentation.



#### ORDR University – Self Guided Training

- ORDR University offers flexible, advanced cybersecurity training to empower organizations with asset visibility, management, and protection expertise.

## ONGOING OPTIMIZATION AND ENGAGEMENT



### Executive Business Review (EBR)

- Measures business impact, showcasing improvements in security posture and aligning solutions with future business objectives.
- Provides an overview of connected devices and assesses security vulnerabilities and associated risks.



### Customized Dashboards and Reports

- Customize dashboards and reports to meet your organization's unique audit, compliance, and reporting requirements effortlessly.



### Strategic Security Optimization

- In-depth remote review enhances threat response, attack surface awareness, and precision-tuned incident alerts for maximum protection.



### Visibility Gap Analysis

- After initial deployment, we improve the deployment by identifying and addressing potential blind spots to account for all IoT, OT, and IoMT devices.



### Health Check

- Comprehensive assessment of your deployment's effectiveness. Recommendations provided to enhance data collection, accuracy, and device connectivity.

## SUPPORT SERVICES



### 24x7 Support

- P-1 issues only.
- Inability to login or product performance completely degraded.



### Email Support

- Submit product inquiries electronically.
- 1-business day response time.
- ORDR CS recommends reviewing all open and unresolved tickets on the ORDR Support Portal.



### Case Management Portal

- Access to product documentation, configuration guides, integration guides, training materials, best practices, knowledge base articles, FAQs, support ticket tracking, and filing RMA requests.



### Knowledge Base and FAQ Library

- Providing users with quick access to essential information, troubleshooting steps, and best practices. This resource would enhance operational efficiency, reduce support demands, and empower users to maximize the platform's capabilities.



### Hardware Support

- Includes troubleshooting of issues related to ORDR solution hardware components and replacement of faulty hardware according to RMA guidelines.

## OPERATIONS



### Cloud System Uptime

- ORDR's cloud infrastructure is engineered to deliver exceptional reliability and continuous service, with a guaranteed 99.5% system uptime for our cloud tenants.



### System Health Monitoring

- Tracking system metrics, sensor status, and data flow
- Providing real-time alerts and automated diagnostics
- Identifying and resolving issues preemptively



### Software Feature and Maintenance Releases

- Includes major and minor releases with new features and capabilities in addition to periodic updates and bug fixes.

## Case Handling and Prioritization

The ORDR team has a global presence for monitoring and local resources for advanced resolution scenarios.

**Tier 1:** Access to electronic resources, Masterclass videos, ORDR University Foundations courseware, knowledge base articles, and case management portal.

**Tier 2:** ORDR provides direct access to level III technical support. We focus on delivering expert assistance from our top resources, without the need for level I or II tiers.

**Tier 3:** Includes engagements with ORDR Engineering (for bug fixes), DevOps (for infrastructure issues), and Product Management (for new use cases and feature requests).

All customer cases are tracked and reported by the assigned ORDR Customer Success Manager based on the priority of the issue.

| Priority Definitions & Target Performance Objectives |                                                                                                                                                                                                                      |                       |                          |                                                                                                                                                    |
|------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|
| Customer Success Activities & Ownership              |                                                                                                                                                                                                                      |                       |                          |                                                                                                                                                    |
| PRIORITY                                             | DEFINITION                                                                                                                                                                                                           | INITIAL RESPONSE TIME | CASE UPDATE INTERVAL     | CUSTOMER COMMITMENT                                                                                                                                |
| Priority 1<br>Urgent                                 | Critical system or service outage in a live production environment that results in an inability to access the ORDR product, and/or severe degradation of overall performance.                                        | 1-Hour                | Daily                    | The Customer and ORDR will commit the necessary resources around the clock to resolve the situation or provide a workaround.                       |
| Priority 2<br>High                                   | Intermittent degradation of the ORDR product performance, failed integration, high sensor utilization, or sensor failure.                                                                                            | 2-Hours               | Every other business day | The Customer and ORDR will commit full-time resources during normal business hours to resolve the situation or provide a workaround.               |
| Priority 3<br>Moderate                               | Clearing/unclearing alarms, periodic user account inaccessibility, issues related to security and vulnerability.                                                                                                     | 2-Business Hours      | Every other business day | The Customer and ORDR will commit part-time resources during normal business hours to resolve the situation or provide a workaround.               |
| Priority 4<br>Low                                    | No impact on system performance or operations. Information requests, document errors, or standard questions, minor software bugs, assistance with configuration or functionality of equipment, asset classification. | 4-Business Hours      | Weekly                   | The Customer and ORDR will provide resources during normal business hours to provide informational assistance or as requested to collect feedback. |

# ORDR Customer Success and Services

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Santa Clara, CA 95054  
USA & Canada Toll Free: 833-673-7999  
International: (408) 302-3883

Log onto the ORDR Support Portal for more information.

PORTAL LOGIN

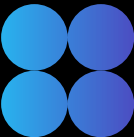
## About Us

ORDR is the leader in AI-powered asset risk and exposure management, trusted by top organizations across healthcare, pharmaceuticals, manufacturing, and financial services. With insights from over 100 million asset types, ORDR's platform empowers security teams to identify their biggest risks and take swift, effective action. From maintaining security hygiene to real-time threat detection and protection using microsegmentation, ORDR makes action not just possible but automated and simple — bringing ORDR to chaos.

ORDR is backed by top investors including Wing Venture Capital, Ten Eleven Ventures, Battery Ventures, Mayo Clinic Ventures, and Kaiser Permanente Ventures. For more information, visit [www.ordr.net](http://www.ordr.net) and follow ORDR on [X](#) and [LinkedIn](#).

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