



## Yubico Support Services

Industry leading support and integration services to ensure your success is a top priority

Yubico is leading the charge toward a more secure and frictionless authentication future. Our team of experts brings best practices developed over hundreds of customer implementations to get you up and running quickly and smoothly, and ensure help is available when you do need it.

### Yubico Support Services offer:

- 24x7 global priority support desk for problem resolution
- Technical deployment services
- Technical integration services with third party systems
- Support for YubiCloud hosted service

### Yubico Support Services overview

Yubico offers support services in four tiers, enabling customers to find the right offering for their unique needs. All tiers includes 24x7 problem reporting for named Yubico products. Higher tiers offer increasing levels of technical integration services by providing additional allocation of services hours.

Technical integration services provide advisory and consultative assistance to customers to integrate Yubico solutions with third party platforms and solutions. Services are provided via a combination of virtual messaging and live remote sessions.

Support for YubiCloud can be added to any tier. In addition, customers may also purchase additional bundles of technical integration services hours.



### Support Services Tiers

#### Bronze Support Services—For Entry Level

Entry level support services providing 24x7 product support for the following Yubico products and tools.

- YubiKey, YubiHSM, YubiHSM KSP, YubiKey Smart Card Minidriver, Yubico PIV Tool, YubiKey Manager, Yubico Authenticator
- Includes SLAs by severity level

#### Silver Support Services—For Basic Integrations

- Everything in Bronze tier
  - Up to 35 annual hours of technical integration services
- Basic integration examples: OTP integration with an established 3rd party partner/solution such as Okta, Duo, Ping, or FIDO U2F/FIDO2 with an established integrated service such as G Suite, Microsoft Azure Active Directory, and AWS

#### Gold Support Services—For Intermediate Integrations

- Everything in Bronze tier
  - Up to 55 annual hours of technical integration services
- Intermediate integration examples: OTP integration with YubiCloud, Windows Smart Card integration with an established CMS partner such as Axiad or Intercede, or FIDO/FIDO2 with an established integrated solution such as Microsoft passwordless experience.

#### Platinum Support Services—For Advanced Integrations

- Everything in Bronze tier
  - Up to 70 annual hours of technical integration services
- Advanced integration examples: OTP Custom Built, Windows Smart Card or MacOS Smart Card without a CMS partner or custom build with new partner, FIDO/FIDO2 with a validation only service such as Daon, ForgeRock.



YubiKeys  
deployed in:

9 of the top 10  
global technology  
companies

4 of the top 10  
U.S. banks

2 of the top 3  
global retailers

## Add-on Options

### Technical Integration Services Hours Bundles

- Available for purchase with Silver, Gold and Platinum tiers
- Two bundle types available (virtual and remote live)
- Can be purchased after allotted hours utilized

### YubiCloud Support Services

YubiCloud is a Yubico-hosted validation service for use with YubiKeys and the Yubico OTP protocol.

- Additional SLAs and support services for YubiCloud
- Available as an add-on to any support tier (cannot be purchased stand-alone)

## Support Services Tiers

	Bronze	Silver	Gold	Platinum
<b>24x7 Support Desk</b>	YubiKey, Security Key, YubiHSM, YubiHSM KSP, YubiKey Smart Card Minidriver, Yubico PIV Tool, YubiKey Manager, Yubico Authenticator			
<b>Integration Type</b>	None	Basic	Intermediate	Advanced
<b>Technical Integration Services Hours</b>	None	<b>35 total:</b> 30 virtual 5 remote live	<b>55 total:</b> 45 virtual 10 remote live	<b>70 total:</b> 55 virtual 15 remote live
<b>Hours Add-on</b>	X	✓	✓	✓
<b>YubiCloud Add-on</b>	✓	✓	✓	✓

## Support Services SLAs

	Severity 4	Severity 3	Severity 2	Severity 1
<b>Support Available</b>	Business Hours 5am-5pm	Business Hours 5am-5pm	Intermediate 365 days/year	24/7 365 days/year
<b>Initial Response Time –Acknowledgement of the issue reported</b>	2 Business Days	1 Business Day	2 hours	15 min
<b>Support Request Update Frequency</b>	N/A		4 Business Hours (updates during business hours)	1h
<b>Availability of Service Target (YubiCloud Only)</b>	Proactive notification of scheduled maintenance/upgrades 99.9% - Not Including Maintenance/Upgrades			
<b>Incident Analysis Reporting to Support Customer (YubiCloud Only)</b>	N/A		Provided within 20 Business Days after issue resolution	

Business Days and Business Hours: are based on the Yubico entity that you are acquiring Support Services from. If Yubico, Inc., then Business Days and Business Hours are local to Palo Alto, California, U.S.A., if Yubico AB then local to Stockholm Sweden. Yubico, may, in its sole discretion, provide Support Services from its various worldwide office locations.

**About Yubico** Yubico sets new global standards for easy and secure access to computers, servers, and Internet accounts. Founded in 2007, Yubico is privately held with offices in Australia, Germany, Singapore, Sweden, UK, and USA. Learn why nine of the top 10 internet brands and millions of users in more than 160 countries use our technology at [www.yubico.com](http://www.yubico.com).

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