Regulatory & Compliance

Customer Support Services

Document Information

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1 Introduction

1.1 Purpose

This document outlines the Customer Support Services provided by Admin By Request (ABR), a Software as a Service (SaaS) platform for Privileged Access Management (PAM). It defines service levels, escalation procedures, contact mechanisms, and expectations for support performance.

1.2 Scope

This document applies to all paying customers subscribed to the ABR SaaS platform. It is aligned with the support provisions in Admin By Request's Terms and Conditions.

1.3 Audience

This document is intended for:

- Customers with an active subscription
- Internal ABR support and service delivery teams
- Auditors and procurement teams evaluating vendor support obligations

2   Customer Support Services

2.1 Support Service Levels

Admin By Request provides its Support Services on **Business Days** and during **Business Hours** to the Customer during the Subscription Term:

- **Business Days** means Monday through Friday, excluding public holidays applicable to the support region.
- **Business Hours** means 08:00 to 17:00 in the Customer's applicable support time zone.

Unless agreed otherwise, Admin By Request aims to make a first response within four (4) Business Hours and **guarantees first response within one (1) Business Day** of receipt of a valid support request.

Resolution times are not guaranteed due to the involvement of external dependencies outside Admin By Request's reasonable control. This includes, but is not limited to:

- Downtime or service disruptions caused by third-party vendors such as Microsoft Azure, Cloudflare, authentication providers, or integration platforms.
- Multi-Factor Authentication (MFA) SMS disruptions caused by mobile operators being down or under maintenance.

2.2 Contact and Case Submission

All support requests should be submitted via the official support portal:

https://www.adminbyrequest.com/support

Use of the portal ensures ticket tracking, SLA enforcement, and proper triage.

> If the support portal is temporarily unavailable, customers may alternatively contact the support team via email at support@adminbyrequest.com. Email should only be used as a fallback if the portal is inaccessible.

Requests submitted through other means (e.g., live chat, phone, social media) are not subject to guaranteed response times.

2.3 Support Structure

Level	Description
L1	First-line support: general queries, account issues, known problem lookups
L2	Escalated support: technical diagnosis, logs, configuration assistance
L3	Development-level support: software defects, deep diagnostics

L2 and L3 issues are triaged and escalated internally by the Admin By Request Head of Support.

2.4 Maintenance and Updates

Admin By Request releases software updates (patches, improvements, new features) on a rolling basis. All updates are delivered:

- On an "if and when available" basis
- With no scheduled downtime (updates are zero-downtime unless otherwise stated)
- Through secure auto-update mechanisms or customer-initiated upgrade packages

2.5 Additional SaaS Support Services

To align with global SaaS standards, Admin By Request also offers the following services:

Service Type	Description
Knowledge Base	Access to product documentation, FAQs, and troubleshooting[1]
Customer Success	Periodic check-ins, success planning with key enterprise customers
Training & Onboarding	Webinars, video tutorials, and onboarding guidance
Status Page	Real-time platform health and maintenance updates[2]
API Support	Guidance for integration and automation using the ABR API
Mobile Support	Mobile apps, enabling key portal operations from anywhere
Service Reviews	Quarterly technical reviews with key enterprise customers

1. Documentation Center
2. https://status.adminbyrequest.com

2.6 Service Performance Monitoring

Service performance metrics are tracked internally for continuous improvement. Reporting and transparency are provided via:

- Monthly ticket response performance
- Uptime status (published on status page)
- Post-incident reports (for high-severity events)

Refer to Section 6 of the Terms and Conditions for binding service commitments.

3 Document History

Version	Author	Changes
2 November 2022 **0.1**	J. B. Sorensen	Initial draft.
15 November 2022 **1.0**	J. B. Sorensen	First version.
22 August 2023 **1.1**	J. B. Sorensen	Annual review.
14 December 2023 **1.2**	J. B. Sorensen	Minor changes to service levels.
19 March 2023 **1.3**	J. B. Sorensen	Annual review. Change of company name.
28 June 2025 **2.0**	Steve Dodson	Annual review. Updated manual structure and layout, aligned with Terms & Conditions and Data Processing Agreement documents.