

	Startup "variant"	Grownup" variant	Enterprise" variant
Central log storage	90 days	90 days	90 days
Operating environment	Shared	Shared	Dedicated
DNS name	Customer-neutral (e.g. xdr099.secaas.it)	Customer-neutral (e.g. xdr099.secaas.it)	Customized
Dashboard user	up to 3	up to 6	up to 12
Threat detection	Standard rules	Standard rules	Individual rule adjustments (see offer)
Automated alarm channels	Slack/Teams/E-Mail/PagerDuty	Slack/Teams/E-Mail/PagerDuty	Slack/Teams/E-Mail/PagerDuty
Includes server	up to 5	up to 15	The number of systems to be monitored specified in the respective offer
Includes clients	up to 15	up to 50	
Syslog (e.g. network devices)	-	up to 5	
Additional assets	Possible for a surcharge according to offer - max. 50	Possible for a surcharge according to offer - max. 200	Possible for a surcharge according to offer
Minimum contract term	12 months	12 months	12 months
<b>Further optional extensions</b>			
Cloud Security (Office 365, Docker, AWS, Google, GitHub)	optional	optional	optional
Specific notification Workflows	-	optional	optional
SysMon Integration	-	optional	optional
...			

#### Initial setup support

Help with the installation of agents on servers to be monitored. A technician from the service provider guides a customer representative through the necessary steps for installing the agents on the servers to be monitored as part of a web session. System access to the system to be monitored is carried out exclusively by the customer.

#### Storage Extension Package

Extension of the storage period (log retention time) to 180, 270 or 360 days.

#### Dedicated health check analysis

Carrying out a monthly detailed analysis of a customer's logs by our team of specialists and discussion with a customer representative.

#### Individual rule adjustment

New implementation or modification of an alerting rule. Changes to the same rule at intervals of more than 7 working days are considered and charged as two rule changes.

#### Other individual tasks

All other activities, such as support with incident-related data analysis (e.g. to follow up on an information/IT security incident).

#### Service Level Agreement

Service usage time: 24 hours a day, 365 days a year

Serviced operation/service times: Monday to Friday from 9:00 a.m. to 5:00 p.m. on working days, excluding national holidays and regional holidays in the Free State of Bavaria - Contact by e-mail/ticket system

Targeted qualified response to inquiries by e-mail: within 4 hours during service hours Regular backups: 1 x per week

(RPO: 168 hours)