



PrimeKey Enterprise Support and Maintenance Services

PrimeKey Solutions AB is the leading provider of open source enterprise solutions in field of Public Key Infrastructure (PKI).

We are the originators and main developers of:

- *EJBCA* - world-wide used Enterprise PKI implementation,
- *EJBCA OCSP Responder* - for online certificate status control,
- *EJBCA External RA* - for highly secured CA environments,
- *SignServer* - versatile framework for signing and verification of digital documents.

In order to help organizations that are using our products, PrimeKey Solutions AB offers Enterprise Support and Maintenance Services. By utilizing our products, combined with our expertise, your organization will benefit in several aspects. You will reduce risk for problems in production systems. Since our products are open source, there will be significant savings on license costs. Our product experts have extensive experience that will help shorten time to deployment. Being in touch with us will ensure that your installation is updated and you will be able to request new features.

The implementation and maintenance of certificate infrastructure and appliances based on PKI is often seen as mission critical activity in an organization. Therefore, the PrimeKey Enterprise Support and Maintenance Services are designed to offer the best possible return of investment for the customer, by providing comprehensive technical support and consulting services, tailored to fit the needs of the customer.

The PrimeKey Enterprise Support and Maintenance Services assists customer throughout the entire lifecycle of the certificate infrastructure. Our technical professionals have thorough experience assisting clients from the inception, design and development, through testing and deployment, to ongoing maintenance, assessments of future needed features and updates. This enables your organization to utilize resources more efficiently both in terms of time and total cost.

Key Benefits

Reduce Risk

- in deployment and maintenance of the production systems
- in security related aspects

Save Time and Money

- open source - no software licenses
- shorten development time
- promptly resolve technical issues

Secure Present and Future

- keep track of updates
- influence future features
- custom features if and when needed



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Benefits for PrimeKey Enterprise Support and Maintenance Services customers include:

- Designated product expert who will be your point of contact.
- Expert support for the leading hardware security modules (HSM) that give high level operational security of the core of your certificate infrastructure.
- Expert support for various smart cards products that enables your organization to bring high level security for the end-users.
- Access to online documentation gives constant up-to-date instructions, manuals, technical questions and answers.
- Technical support available by email or phone, either on office hours or 24x7, remote or in place, depending on your organization's specific needs and requirements.
- A JIRA-based Customer Support Portal available for our customer to receive an account for accessing documentation, technical issues, project management and expert support.
- Enterprise Customers are entitled to get discount rate for the professional services.

Service Level Agreement:		Standard	Advanced	Premium
Technical Support	Support times	9am-4pm, Mon-Fri	9am-4pm, Mon-Fri	24x7x365
	Response times	2 business days	1 business day	4 hours
	Assistance	Remote	Remote	Remote or in place by Prime-Key or a Certified Partner
	Training availability	Separate	Included	Included
Discount for Professional Services	Product expert advisory and help	Yes	Yes	Yes
	Implementation assistance	Yes	Yes	Yes
	Deployment and maintenance	Yes	Yes	Yes
Online self service	Access to technical documentation	Yes	Yes	Yes
	Issue tracker	Yes	Yes	Yes
	Feature request	Limited	Yes	Yes

We apply simple pricing model based upon three variables:

- Service Level Agreement that is best fitting for the customer,
- Deployment size, defined by number of users and installations,
- Duration of the contract, where multi-year and pre-payment are also available.

Using this easy to comprehend model, our customers always can calculate total cost of ownership.

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