DRAGOS

Dragos Platform Support

Organizations face growing threats to their operational technology (OT) environments. Success requires more than tools — it demands continuous support, operationalization, and guidance to secure critical infrastructure. The Dragos Platform is backed by a tiered support model that ensures customers receive the help they need to secure, deploy, and maximize their investments. From essential to enhanced support, Dragos offers a seamless customer experience from onboarding through optimization.

Key Benefits of Platform Support

All Dragos Platform customers receive Essential Support. For OT environments requiring deeper expertise and guidance, we offer Standard Support and Enhanced Support with these key advantages:

- **Accelerated Response Times** – Priority technical support with enhanced SLAs, because every minute counts in critical environments.

- **Named Technical Account Manager (TAM)** – Your named TAM extends your team's capabilities, helping operationalize Dragos investments while building your team's cybersecurity skills through ongoing education and Platform adoption guidance. Enhanced Support customers receive intensive weekly TAM engagement with hands-on assistance for asset validation, vulnerability management, and notification review.

- **Faster Time to Value with Continuous Improvement** – Your TAM provides direct support for system configuration, tuning, integrations, and workflow design, ensuring rapid, comprehensive value realization across your most critical sites.

EXPERT GUIDANCE FOR OPERATIONAL CONFIDENCE

Dragos Platform Support goes beyond rapid response — it empower confidence in OT security by delivering expert guidance in OT cyber and the Dragos Platform that reduces noise, optimizes workflows, and enhances operational maturity. As environments scale, support evolves with you, ensuring consistent protection, efficient deployments, and alignment between cybersecurity outcomes and business goals to drive measurable ROI.

What's Included in Platform Support

The tables below summarize the capabilities provided across Dragos's three support tiers. Each tier is designed to meet varying operational needs, from foundational access to expert guidance and strategic partnership.

Technical Support Tiers	Essential	Standard	Enhanced
Urgent Response	4 hours	2 hours	2 hours
High Response	8 hours	4 hours	4 hours
Normal Response	2 business days	1 business day	1 business day
Low Response	5 business days	2 business days	2 business days
Support Hours	M-F | 8am-5pm (local time)	24/7 Urgent Support	24/7 Urgent Support

What's Included in Platform Support (continued)

Service	Essential Support	Standard Support	Enhanced Support
Regular Call Cadence		Bi-Weekly	Weekly
Named TAM		✓	✓
Threat Intel Workshops/Guidance			✓
Hands On Operationalization Support			✓
Guided TAM Enablement Walkthroughs		✓	✓
Priority Technical Support SLAs		✓	✓
Platform Value Workshops		✓	✓
Operationalization Guidance	✓	✓	✓
WorldView Threat Intel Guidance	✓	✓	✓
Post-Deployment Knowledge Transfer	✓	✓	✓
Onboarding Support	✓	✓	✓

Ready to Take the Next Step?

Partner with Dragos through Platform Support—and experience a higher standard of protection, partnership, and performance. For customers needing fully dedicated engagement to support their objectives, we also offer the Dragos Resident Engineer service. Contact your Dragos account representative today to learn more.