

# EXTRAHOP

## ExtraHop Technical Support

Exceptional Support for Exceptional Customers

Our experienced, award-winning support engineers are ready to help you maximize your ExtraHop investment, no matter where you are or what time it is.

### ExtraHop Supports You Better



#### GLOBAL SUPPORT TEAM

Our “follow-the-sun” coverage model allows us to provide seamless support to all our customers, from Alaska to Africa.

#### MULTI-CHANNEL SUPPORT

Report issues via our new [Customer Community](#) or by phone.

#### 24/7 COVERAGE

- 3 AM fire drill? We got you covered. ExtraHop support engineers are ready to help at any time, at no additional cost.
- Plus, proactive software updates and support patches keep your environment running safely and efficiently.

#### AWARD-WINNING SUPPORT EXPERIENCE



- ExtraHop was named a **Customers' Choice** in the 2023 Gartner Peer Insights Voice of the Customer for Network Detection and Response, thanks in part to our customers ranking the support experience 4.7 out of 5 stars.

#### PRIORITIZATION AND ESCALATION INFORMED BY BEST PRACTICES

- Cases are triaged by severity and routed to experienced technical support engineers based on Technology & Services Industry Association (TSIA) best practices and ITIL methodologies.

#### ABOUT EXTRAHOP NETWORKS

ExtraHop is the cybersecurity partner enterprises trust to reveal the unknown and unmask the attack. The ExtraHop Reveal(x) 360 platform is the only network detection and response solution that delivers the 360-degree visibility needed to uncover the cybertruth. When organizations have full network transparency with ExtraHop, they can see more, know more, and stop more cyberattacks. Learn more at [www.extrahop.com](http://www.extrahop.com).

#### EXTRAHOP

info@extrahop.com  
[www.extrahop.com](http://www.extrahop.com)