

# Aryaka Lifecycle Services

Datasheet

## Delightful Experience Comes Standard

Integrated into Aryaka’s Managed SASE and Managed SD-WAN solutions are our renowned lifecycle services. There is never a need to pay extra for support and services. This integrated approach is a crucial part of our DNA and philosophy to provide a seamless and delightful experience.

Aryaka offers customers options to deploy a Managed SASE and Managed SD-WAN solution with the optimal combination of service level guarantees for any site, application, cloud, or user: as-a-Service. With our cloud-first architecture with Aryaka FlexCore, customers can choose a Managed Services solution based on a performance-sensitive Layer 2 Private Core and/or a cost-sensitive Layer 3 Private Core for the optimal experience and service level agreements – as per a customer’s specific needs and preferences. The integrated support and service are available as Gold and Silver lifecycle services packages.

## Aryaka Service Level Agreements

We provide the industry’s most comprehensive set of Service Level Agreements (SLAs) for end-to-end coverage for all of our managed services. Transparency in publishing and reporting via the MyAryaka cloud portal is combined with meaningful service credits in the event we fail to deliver on our commitments. Aryaka SLAs are measured at the link level - not at site level, which is common in the industry - providing a more granular commitment to our customers. For a detailed description of our Service Level Agreements, please go to our website <https://www.aryaka.com/aryaka-service-level-agreement/>

Metric	L2 Private Core	L3 Private Core	Service Credits
Core Network Uptime	99.999%	99.99%	5% of Link Service Fees for the applicable month 10% of Link Service Fees for the applicable month 20% of Link Service Fees for the applicable month
	5 min < Down Time <= 60 min	30 min < Down Time <= 300 min	
	60 min < Down Time <= 120 min	300 min < Down Time <= 600 min	
	120 min < Down Time	600 min < Down Time	
Packet Loss	0.10%	N/A	10% of Link Service Fees for the applicable month
Jitter	Matrix published on our website [1]	N/A	10% of Link Service Fees for the applicable month
Latency	Matrix published on our website [1]	N/A	10% of Link Service Fees for the applicable month

Aryaka measures core metrics of our SLAs at link level (not site level)

[1] For Jitter and Latency matrix, see Appendix A and B on our website <https://www.aryaka.com/aryaka-service-level-agreement/>

“Aryaka support? In one word: awesome! I don’t know where you get the people, but I have never met people who work that diligently, are dedicated and quick. And also, they think with the customer. We don’t have to specify what we want. If we explain what we want to do, they think with us to come up with a solution.”

– Jan De Beule, Infrastructure Manager at Premium Sound Solutions

## Gold and Silver Lifecycle Services Overview

We offer two levels of Lifecycle Services with Gold and Silver. See the table below for a detailed comparison.

The Aryaka Gold Service level allows customers to derive the most value from their Aryaka investment. It provides the highest level of technical support and service experience. The Gold Service level comes with multiple ways to access support, faster response times, and access to a Technical Advisor.

Whenever a customer has WAN related challenges, the Aryaka Technical Advisor is within reach. The Technical Advisor shall review a customer's network and architecture to provide valuable expertise and advise on a path forward.

Gold Service level customers shall get following benefits:

- Active case management assistance to ensure speedy resolution.
- Aryaka CSM shall ensure during QBR/Customer meetings that all technical queries are resolved and, if necessary, bring in Technical Advisor.
- On request, Technical Advisor shall review customer's topology, so that any changes or design recommendations are made with a holistic view and all aspects of Aryaka services are taken into consideration.
- Aryaka CSM shall elevate customer's new feature requests and issues to guide and influence Aryaka's roadmap.

## Aryaka Lifecycle Services Overview

	Gold	Silver
Service Change Lead Time	P1 - 1 Hour P2 - 8 Hours P3 - 3 Business Days P4 - 5 Business Days	P1 - 1 Business Day P2 - 3 Business Days P3 - 7 Business Days P4 - 10 Business Days
Incident Technical Response Time	P1 - 30 Mins P2 - 1 Hour P3 - 1 Business Days P4 - 3 Business Days	P1 - 1 Hour P2 - 4 Hours P3 - 3 Business Days P4 - 5 Business Days
Incident Reporting/Query and Follow Up	Email, Phone, Portal	MyAryaka Ticketing Portal <sup>[1]</sup>
Service Change Req and Follow Up	All Methods (Co-management, Ticketing, Email and Phone)	MyAryaka Co-management MyAryaka Ticketing Portal
Access to Technical Advisor	Yes	No
Business Review	Quarterly	Yearly
Site Relocation (excluding the circuit)	Yes	No <sup>[2]</sup>
Ticket Priority Escalation Rights	Yes	No <sup>[3]</sup>
ANAP Failure Replacement	Priority Shipping <sup>[4]</sup>	Standard Shipping <sup>[4]</sup>
Option to buy access to a Dedicated Support Engineer <sup>[5]</sup>	Yes	No
Option to buy Project Management & Network Design Consulting	Yes	Yes

[1] Only P1 incident reporting is accepted over phone or via email | [2] Customer can purchase Site Relocation | [3] Customer cannot escalate the ticket. Aryaka reserves the right to decide the priority of the ticket. | [4] Priority Shipping includes Next Business Day for USA, Canada, Selected countries of Europe and Asia. Option to Buy: Next Business Day for ROW | [5] Optional Buy: Dedicated Support delivered by L2 engineer/PSL's – Account level

Note: Customers deployed with all Pro sites are automatically eligible for Gold level Support. Customers deployed with EZ sites may purchase the Gold Upgrade package to be eligible for Gold level support.

## About Aryaka Networks

Aryaka, the Cloud-First WAN and Security company, and a Gartner "Voice of the Customer" leader, makes it easy for enterprises to consume network and network security solutions delivered as-a-service for a variety of modern deployments. Aryaka uniquely combines innovative network, security and management capabilities to offer a highly integrated SD-WAN and SASE architecture built for architectural flexibility and best-in-class customer experience. The company's customers include hundreds of global enterprises, including several in the Fortune 100.