TUFIN
TECHNOLOGIES

WELCOME

This handbook is designed to help you become acquainted with Technical Support at Tufin Technologies and get the most out of your Support experience. Please review this handbook in its entirety so that you are aware of how to locate the information you require at any point in the future.

1. INTRODUCTION

Everything you need to know about obtaining Technical Support from Tufin

Tufin Support Services offers a portfolio of options designed to maximize uptime and reduce your internal IT costs. Our Support organization is dedicated to resolving your issues quickly and effectively. We view every support engagement as an opportunity to demonstrate our commitment to customer satisfaction. You can count on us to help you receive the most from your Symantec technology investments.

The following documentation has been made available to help you quickly address questions relating to your terms of service.

Tufin is dedicated to optimizing the success of our customers and to attaining the highest levels of customer satisfaction through the delivery of professional, efficient and high-quality support across the Tufin solutions portfolio.

Tufin delivers support to its customers under the terms of a Support Agreement, offering service designed to provide flexibility in meeting a variety of customer business needs.

PURPOSE

The purpose of this document is to describe the support offerings available from Tufin and how the services defined within those offerings are delivered to our customers. This document is designed to be viewed both as a stand-alone reference and as an accompaniment to the [Tufin Support Agreement](#).

SCOPE

This document applies to Tufin's proprietary software product(s) and solutions licensed to the customer under the Tufin License Agreement and covered under the terms of the Tufin Support Agreement.

All references to Tufin product in this document refer to such licensed product. Please refer to the Tufin Support Agreement for details on maintenance terms and conditions.

Note: This document will be revised periodically to reflect changes in the products and solutions being supported and the processes, procedures and technologies being used to deliver support services. The latest version of this document is posted on the [Tufin Support Portal](#)

2. USING THIS HANDBOOK

This handbook is designed to help you become acquainted with Tufin Technical Support and get the most out of your Support experience. Please review this handbook in its entirety so that you are aware of how to locate the information you require at any point in the future.

This Handbook provides an overview of the Tufin Support and Maintenance offerings available from Tufin, including definitions of programs, processes and procedures;

- Following the processes described in this Handbook will improve your support experience when contacting us for assistance or when using our online resources.
- This Handbook contains important information on the procedures and practices followed in the service and support of your Tufin Products under our Support and Maintenance offerings.
- Please read this Handbook for information on case management activities to address problems based on their Severity Level.
- It does not replace the contractual terms and conditions under which you acquired specific Tufin Products or Support Services.
- Review this Handbook to learn where to obtain information on software support for companies that have been recently acquired by Tufin, including those that are not fully integrated into the Tufin support offerings portfolio and processes.
- Tufin reserves the right to make changes to this Handbook and the related processes at any time.
- Future revisions and updates to this Handbook will be posted on the Support page [here](#)

Our Mission Statement

Tufin Support Services is committed to responding quickly to your inquiries and helping you to maximize the business value of your Tufin solutions. Our Support Services help you ensure that your software operates in substantial accordance with its Documentation. We will provide you with technical assistance based on the Support Services you have purchased, and the Severity Level of the problem you are experiencing

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3. TUFIN SERVICES OFFERINGS

Tufin offers several levels of Technical Support by courteous and responsive experts. All customers receive access to the Tufin User and Partner Center Portal which streamlines communications for support, technical and marketing resources, and managing support tickets.

PREMIUM SUPPORT

24/7
Round-the-clock call handling, troubleshooting and problem resolution as specified in the [Tufin Service-Level Agreement (SLA)](#)

STANDARD SUPPORT

Business Hours
Monday through Friday 9:00am - 6:00pm (local time zone)
Call handling, troubleshooting and problem resolution during business hours as specified in the [Tufin Service-Level Agreement (SLA)](#)

DSE (DESIGNATED SUPPORT ENGINEER)

This enhanced service option assigns a senior-level support professional to your account. Your DSE develops and in-depth knowledge of your specific environment, operations and team. The DSE will serve as a single, reliable point of contact for technical questions, troubleshooting, issue resolution, problem management, guidance on how to use a unique Tufin feature within your environment and liaising to Tufin engineering as it relates to TOS. View full offering and benefits [here](#)

TAM (TECHNICAL ACCOUNT MANAGER)

The [Technical Account Manager](#) provides your organization with a strategic technical expert proficient in architecture, design, and implementation of network security systems. As an extension of Tufin's thought leadership, they are intimately familiar with Tufin's technology, feature potential, and roadmap. The Technical Account Manager offers forward-thinking and strategic guidance on network security policy management to assure your organization realizes the potential from your Tufin deployment.

PROFESSIONAL SERVICES

Tufin Professional Services are network security and development experts that consultatively optimize and integrate Tufin products in your network environment. The Professional Services team supports all aspects of the initial implementation, configuration, set-up, and integrations with other applications and internally-developed tools. Partnering with Professional Services means that your business needs and processes are reflected in the deployment of the Tufin Orchestration Suite™, topology is accurately implemented, custom workflows are configured, application connectivity tracking is deployed, and reporting is delivered to meet your compliance requirements. Contact us to learn more.

Professional Services offers a wide array of services within 7 primary categories. Several of the service offerings are available as pre-packaged solutions to our customers, while all of the services are available through a custom-tailored engagement to meet the needs of an individual customer. Our services include:

Deploy   Integrate   Customize   Optimize   Operate   Train

DESIGN

- Design services include using experience and knowledge which was accumulated by our team members to plan the optimal fit from both technical and project perspective. Design services are available either through our Deployment Packages or as custom-tailored engagements

DEPLOY

- Deploy services include services to install, upgrade, or migrate the TOS platform in addition to the delivery of the core functionality within our entire suite of SecureTrack, SecureChange, and SecureApp. Deploy services are available either through our Deployment Packages or custom-tailored Engagements.

INTEGRATE

- Your company's end-users can continue to use their familiar systems while your IT team leverages the powerful automation tools of the Tufin Orchestration Suite in parallel. The Tufin Professional Services team provides integrations through our Marketplace applications or develops custom integrations for third party ticket systems (e.g. ServiceNow, BMC Remedy, HP Service Manager), internally-developed portals, internal configuration management databases, vulnerability management applications, SIEMS, and any other business solution that can leverage the automation features of Tufin.

CUSTOMIZE

℃ Tufin's platform is highly extensible. Our Professional Services team can deliver on customer-specific requirements to make TOS fit perfectly within a customer's environment. From supporting non-native devices in SecureTrack, highly customized behaviors within SecureChange (like external approvals, conditional or dynamic assignment, complex ticket splits, etc), to creating custom reports or architectural customization, Tufin Professional Services can help organizations realize the full value of their Tufin investment. Contact us to learn more.

OPTIMIZE

℃ Professional Services organization helps our customers assure long term success of their investments. With packaged offers of a Wellness Check-Up and TOS Tune-Up along with customized engagements, Tufin assists clients with assuring the technical health of their environments. Wellness Check-Up focuses on the analysis of the operational state, performance statistics and usages of the TOS environment. TOS Tune-Up takes this further into action - bringing the solution into a refreshed state, tuning-up the system, assisting with feature utilization and optimized application performance.

OPERATE

℃ Clients turn to Tufin Professional Services to assist with the ongoing operational needs of the Tufin Orchestration Suite. This can include the packaged offering of Expert Pack, which is a pre-packaged package of time for a Tufin Professional Services Consultant to provide operational assistance (onsite or remotely), committed team members on a customized basis, or our migration offerings.

TRAIN

℃ Tufin offers training to partners and customer in multiple modes - official online TCSE training through our portal, official live TCSE training delivered by Professional Services, or customized knowledge transfer to meet the individual needs of clients.

MSSP PARTNER SUPPORT

Tufin as a Service enables MSSPs to offer a higher level of security services to customers without adding additional staff through a unique blend of capabilities that specifically address your customers operational challenges with maximum flexibility. Our offering includes unlimited access to product updates and upgrades, as well as, the assurance of ticket routing to senior support engineers. Call handling, troubleshooting and problem resolution working hours are specified in the Tufin Service-Level Agreement (SLA)

Comprehensive training and efficient processes help you attain the appropriate level of expertise and enable you to offer the highest quality post-sales support to complement your other service and support capabilities. Click here to learn more.

4. GLOBAL SUPPORT PRESENCE

- Tufin is dedicated to the success of our customers by providing timely responses to problems with Tufin's licensed software products.
- To meet increasing demand to provide 24x7x365 support. for a growing global customer base, Tufin's support. centers are located around the world in EMEA, the US, and APAC regions.
- Tufin's support services group is a global organization that uses a "follow-the-sun" model to ensure that support is available whenever it is needed alongside a web-based support system and knowledge base that facilitate continuous support and self-help. [Tufin Knowledge Center](#)
- Follow-the-Sun support enables Tufin to provide case handovers between regions (for the applicable SLAs*), thereby reducing the support duration and increasing responsiveness.
  - *To learn more on 24x7x365 entitlement, please review Tufin's maintenance and support terms & condition as they appear on our [website](#).
- If you area customer holding a Premium support level, or a certified MSSP partner, you are entitled for 24x7x365 support coverage, as described on Tufin's SLA agreement.

PRINCIPLES OF FOLLOW THE SUN

#1 The customer support team is spread across multiple time zones.

#2 Once a shift ends, a hand-off takes place between two time zones to ensure continuity.

#3 Problems are resolved faster by ensuring 24/7 agent availability.

5. SUPPORT LEVELS AND SLA

OVERVIEW

Tufin offers Technical Support and Customer Service described herein, to ensure you have the help you need when you need it.

To support our exceptional products, we offer Standard and Premium Support contracts, as well as an advanced replacement program for customers who purchase a Tufin appliance. These choices offer the flexibility you need to select the support program that is best suited to help you maximize your investment in Tufin products

ELIGIBILITY FOR SUPPORT

Customers must have current Maintenance and Support for their product in order to access technical support. This handbook does not replace the contractual terms and conditions under which you acquired specific Tufin products and/or technical support. Support is included in Subscription licensing.

SUPPORT LEVELS

Standard and Premium Support offerings include both Technical Support and Maintenance, and for these offerings Technical Support and Maintenance cannot be purchased separately. In addition to Technical Support, hardware items also have Warranty periods.

SUPPORT SERVICE LEVELS AGREEMENT (SLA)

The following Service Level (SLA) table applies to software licenses that are covered under Standard and Premium Support subscription, as applicable:

	Standard Support	**Premium Support**	**SecureCloud**
Availability	Standard office hours[1]	Standard business hours (24x7 for Critical or High)[2]	Standard business hours (24x7 for Critical)[3]

	Initial Response		
Critical	Within 2 business hours	Within 2 hours[3]	Within 2 hours[1]
High	By the end of the next business day	Within 4 hours[3]	By the end of the next business day
Medium	By the end of the next 2 business days	By the end of the next business day	By the end of the next 2 business days
Low	By the end of the next 3 business days	By the end of the next 2 business days	By the end of the next 3 business days

☾ Tufin follows the generally accepted practice that Standard Business Hours are 9:00 AM to 6:00 PM (0900-1800) local time. Standard Business Hours do not include weekends or local public holidays.

☾ In order to provide you with 24x7 coverage, Tufin requests that you identify a dedicated point of contact who will be available until the issue is resolved. (3) During weekends or local public holidays - Premium support customers reporting a Critical or High service request should call Tufin's support lines.

☾ During weekends or local public holidays - Premium support customers reporting a Critical or High service request should call Tufin's support lines. Phone numbers can be found on Tufin's website [here](#).

How does this work in practice?

Customer #1

Location: Ohio
Support Contract Type: Standard (Coverage 9:00am-6:00pm Local Time)
Local Business Hours: 9:00am-6:00pm EST/EDT

Scenario: Customer 1 contacts a Tufin Support Offer at 6:45pm local time with a critical system failure (P1)

SLA Requirements: Initial Response SLA for a critical issue is 2 business hours.

As the end of the local business day is 6:00pm (18:00), the customer may not receive a response until the following business day no later than 11am (11:00)

If this even occurred on a Friday, and the Monday is a local holiday, then the case may not receive an initial response until Tuesday when the normal business hours resume.

Customer #2

Location: Sydney, Australia
Support Contract Type: Premium (Support coverage 24 x 7 x 365)
Local Business Hours: 9:00am-6:00pm AEST/AEDT

Scenario: Customer 2 contacts a Tufin Support Office at 3:00am local time with a critical system failure (P1)

SLA Requirements: Initial Response SLA for a critical issue is 2 hours

As this customer has Premium Support, local business hours and holidays are not a factor. The case will receive an initial response by 5:00am local time.

6. HOW TO CONTACT TECHNICAL SUPPORT

OVERVIEW

Before contacting Tufin Technical Support, please make sure that you have read through all of the Technical Support policies and procedures.

WEB SUPPORT

Web Support is provided for all products and all Support offerings.

Create a case online (**RECOMMENDED**) at:
https://portal.tufin.com/aspx/partner_SupportCenter

Include your Tufin solution version, problem description, severity, and attach relevant files and screenshots. Your case will be assigned to an engineer who will either contact you by phone or an email generated by comments added to your case.

TELEPHONE SUPPORT

Call Support for any severe issues.
We recommend creating a case online and referring to the case number when calling.

CHAT

Directly contact a Tufin Support Engineer by clicking on the Live Chat icon located when you click on 'My Service Requests' in the Tufin Portal.

7. SCOPE AND DEFINITION OF TECHNICAL SUPPORT

Tufin Global Technical Support provides assistance to users of Tufin solutions. The Tufin Support Teams are well qualified to answer questions, diagnose failures, and troubleshoot problems relative to Tufin products.

Tufin support teams are not a training organization; however, the Tufin Support Teams strives to transfer knowledge during all customer interactions. Generally, Technical Support does not install, deploy, or configure Tufin's solutions, perform upgrades, or provide customizations, scripts for example, that some end users create and run for various reasons. If it's determined that customizations and scripts are necessary in a particular deployment, please consult your local Sales Engineer for a possible Professional Services engagement.

If the Customer chooses to deviate from standard deployment options and customize their deployment without the aid of Professional Services, Tufin cannot guarantee its solutions and products will operate as specified, and system performance, operability, stability, functionality, and utility may be degraded and/or jeopardized.

The Tufin Support Team's focus is ensuring the Tufin solution operates and performs to its published specifications. Technical Support Engineers remotely access deployed Tufin solutions when necessary to troubleshoot issues, observe questionable product behavior, and/or review settings, logs, and general system status and health.

WHAT IS PART OF TECHNICAL SUPPORT

- Analyzing challenges that prevent the product from operating as it was designed, and determining if the problem was a result of a defect or configuration error
- Escalating and explaining discovered defects to the Tufin's Engineering Team (R&D)
- Updating customer about the status of forthcoming patches/fixes
- Providing customer with Tufin's documentation relative to their Tufin solution
- Providing basic instructions to properly configure the Tufin solution when the Customer is unaware of how to configure the system to achieve a specific behavior
- Troubleshooting and validating failures within Tufin supplied hardware products/appliances
- Identifying challenges that the customer is trying to solve and provide best practices to get the most benefit from the Tufin solution

WHAT IS NOT PART OF TECHNICAL SUPPORT

- Consulting or designing solutions specific to the customer's deployment or environment
- Diagnosing customer's internal network infrastructure communication issues
- Developing internal maintenance scripts

- ☉ Creating custom correlation rules
- ☉ Reviewing and validating customer network infrastructure changes
- ☉ Developing and/or troubleshooting additional modules or scripts for the Tufin solution
- ☉ General training for the use or best practices of the Tufin Orchestration Suite, including the usage of our available APIs
- ☉ Creating Upgrade Runbooks
- ☉ Creation of Requests for Enhancement (RFE)

If an end user chooses to deviate from the supported platforms or customizes the Tufin's solution, Tufin will no longer guarantee the product will operate as specified. There are some very valid reasons for this:

It is not feasible to duplicate every "customized" customer environment within Tufin testing and quality assurance; therefore, testing patches and fixes is not practical. Furthermore, Tufin Releases, including Maintenance Releases, may overwrite current customer custom configurations and either degrade system performance or require the custom system changes to be reapplied.

CUSTOMIZATIONS

The Tufin Professional Services team develops custom integrations for third party ticket systems (e.g. BMC Remedy, HP Service Manager, Service Now), internally-developed portals, internal configuration management databases, vulnerability management applications, SIEMS, custom reporting and any other business solution that can leverage the automation features of Tufin. Contact us to learn more.

REQUEST FOR ENHANCEMENT (RFE)

RFEs are created to document and to address a customer requirement that is not available in the product. Tufin Support will receive and understand the customer's idea(s) for new functionality or feature requests and properly communicate the idea(s) to the customer's Sales Engineer (SE), Technical Account Manager (TAM), or Deployment Architect and then close the service request ticket. The SE, TAM or Deployment Architect will continue to communicate with the customer on the creation and status of the RFE.

8. SEVERITY LEVELS

TICKET CLASSIFICATION:

Severity Level	Description
Critical	A problem that severely impacts your use of the Tufin licensed software in a production environment (such as loss of production data or in which your production systems are not functioning). The situation halts your business operations and no workaround exists.
High	A problem in which the Tufin licensed software is functioning but your use in a production environment is severely reduced. The situation is causing a high impact to portions of your business operations and no workaround exists.
Medium	A problem that involves partial, non-critical loss of use of the Tufin licensed software in a production environment or development environment. For production environments, there is a medium-to-low impact on your business, but your business continues to function, with or without a workaround. For development environments, where the situation is causing your project to no longer continue or migrate into production.
Low	A general usage question, reporting of a documentation error, or recommendation for a future product enhancement or modification. For production environments, there is low-to-no impact on your business or the performance or functionality of your system. For development environments, there is a medium-to-low impact on your business, but your business continues to function, including by using a process workaround.

9. CASE MANAGEMENT

TUFIN PORTAL

Case management is easy through the Tufin Portal. Once logged in, choose 'Support' from the Main Menu bar and select 'My Service Requests'
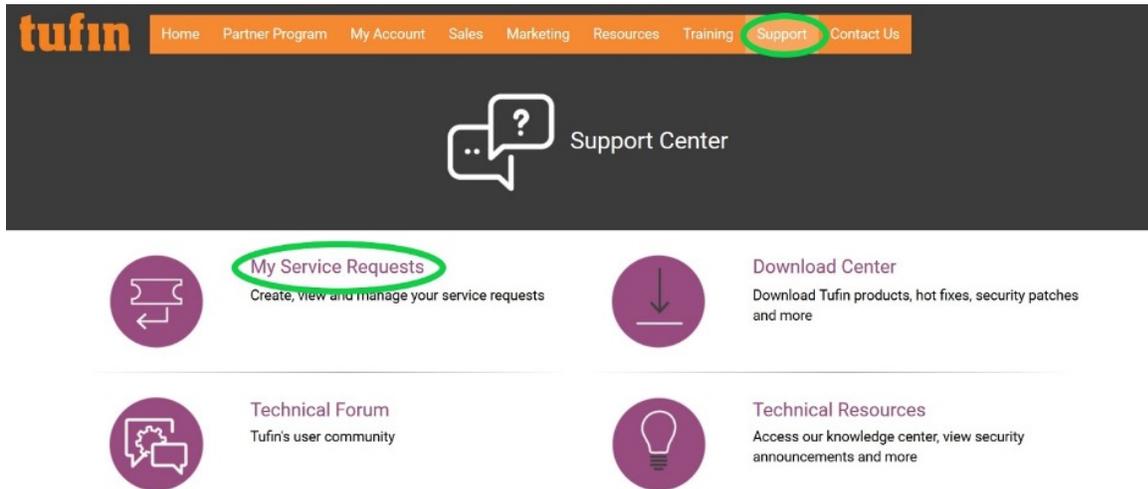
SUBMITTING A SERVICE REQUEST

Click the 'New' button next to Cases

REPORTING ON A VULNERABILITY ISSUE

New: Want to report a vulnerability incident?
To assure priority handling please select "Security Vulnerability" in the "Service Affected" drop-down

REPORTING AN ISSUE DURING A PROOF OF CONCEPT (POC)

Select '**YES**' FROM THE 'POC-related' drop down menu. This will ensure proper priority and Tufin Support will work closely with your Tufin Sales Engineer (SE) until case resolution.

REPORTING ON ALL OTHER ISSUES

Select the most relevant option for the 'Service Affected' when opening a new case with Tufin Support.

A. INFORMATION REQUIRED WHEN CONTACTING TUFIN'S TECHNICAL SUPPORT

    i.   Service Affected
    ii.   Release Version
    iii. Release Level
    iv. Build
    v.   Subject - brief description of issue
    vi. Description - specific details describing issue
    vii. Serial Number (when reporting an appliance issue)
    viii.Severity of case

B. MONITORING AND UPDATING TICKETS

Easily view the status of your cases on the main Service Requests page. Each column can be sorted and you can also use the Keyword search in the upper right corner.
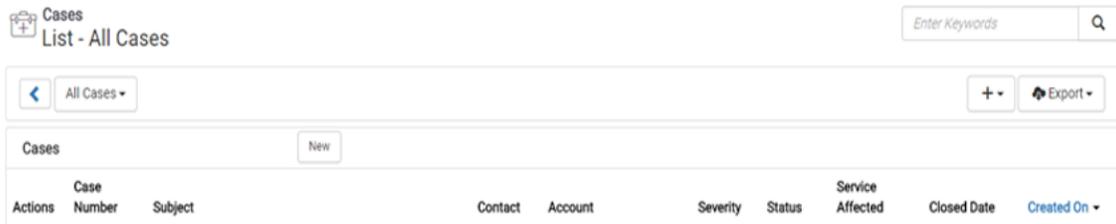
- Responding by email
  - The email body contains a reference ID (ref_id) automatically provided on the engineer's first response to the case. This ref_id is a unique number generated for each case and enables attaching every email to its appropriate case in Tufin's Portal. It is not required to look for this ref_id or to make sure it is part of the email, as long as a reply to support is made on the same email thread initiated by the support engineer. e.g. reference id: ref:_00D20nq8l._5000J1HbR5r:ref
  - The email contains (To: or CC:) the Support@tufin.com alias. This is necessary for proper logging of the email to the Tufin Case and will ensure the quickest reply.
  - The subject line contains the Partner/Customer Name and a brief Description of problem. e.g.: Subject Line: Tufin Customer - Error when adding devices to SecureTrack
  - Emailing on Urgent Issues: It is strongly recommended that any email or web-initiated technical support requests for Urgent problems be followed up with a phone call to ensure the shortest possible response time.

C. TICKET ESCALATION

Customers have the ability to escalate a Service Request via the Tufin User Portal. Using the 'Escalation' process in Tufin Support means that:

- The issue isn't being resolved appropriately or in a timely manner.
- The issue has become more severe or should be assigned a higher priority, and requires management escalation.

TICKET RESOLUTION

A problem is considered resolved when:

- ℭ The Customer has been advised on how to correct or bypass the error; or
- ℭ The Customer has been informed that the correction to the error will be available through a future software upgrade or software patch.

   On the rare occasion, the same issue returns, the Customer may re-open the existing case if it is within 2 weeks since original case closure. Beyond 2 weeks, a new case should be opened with reference made to the previous case.

10. MAINTENANCE AND FIXES

KEEP ME UP-TO-DATE

Sign-up to select periodical updates by clicking on the "Keep me up to date" Button located within the Tufin Portal or click here.

DOWNLOAD CENTER

Download Tufin products, hot fixes, security patches and more from the main Support page int he Tufin Portal or, click here.
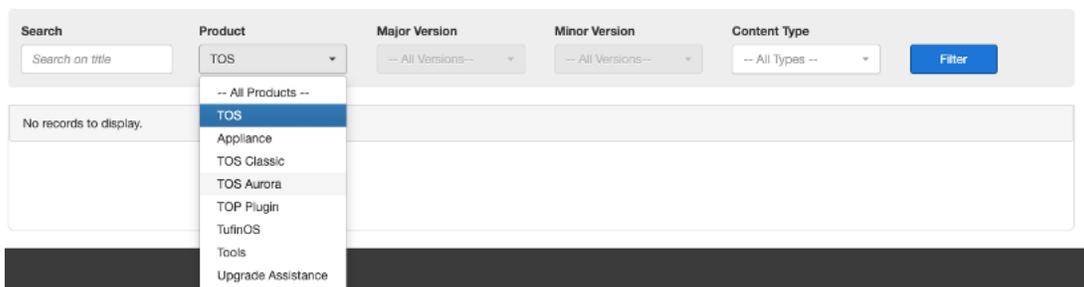
SECURITY ADVISORIES

Security advisories and announcements can be found on the Tufin Portal under Support > Technical Resources > Security Advisories or click here. You can also subscribe here to receive security updates to your email.

Standard Support

Business Hours:
Monday through Friday 9:00am - 6:00pm

Call handling, troubleshooting and problem resolution* during business days

Premium Support

Business Hours:
24/7
Round-the-clock call handling, troubleshooting and problem resolution*

*As specified in the Tufin Service-Level Agreement (SLA)

11. PRODUCTS LIFE CYCLE POLICY

Tufin's Products Life cycles can be found on the Tufin Portal under Support > Technical Resources > Products Life Cycle Policy or click here.

The page includes:
- Tufin Orchestration Suite - Aurora - release date, upgrade path, and support status information
- Tufin Orchestration Suite - Classic - release date, upgrade path, and support status information
- TufinOS - release date, upgrade path, and supporting status information
- Tufin appliance - end of sale announcements
- Tufin appliance support policy

Tufin's Products Support Lifecycle policy outlines the product support guidelines for a product's lifecycle. The objective of this policy is to standardize and normalize product lifecycle practices, thereby enabling Tufin's customers to make more informed purchase, support and upgrade decisions.

All Tufin products are covered by this policy. Customers who are operating Tufin products under a valid Support & Maintenance Agreement are entitled to the benefits associated with this policy.

12. RENEWALS

PERPETUAL

A renewal is an extension of a Technical Support Agreement for a specified renewal period of 12 months or longer. You can renew for the same offering of Support Services (where available) or change to a different offering. Each renewal term will become effective upon the expiration date of your previous term, provided that applicable fees have been paid. Tufin generally provides your Tufin Partner of choice a renewal quote for a Support Agreement approximately one hundred (100) days prior to the expiration of your current Support Agreement term. Each renewal term will become effective upon the expiration date of your previous term, provided applicable fees have been paid.

In the event you do not receive a quote, please feel free to contact Tufin's Renewals organization directly at: renewals@tufin.com.

SUBSCRIPTION

Subscription customers can renew for the same product and Support Services (where available) or change to a different offering. Tufin generally provides your Tufin Partner of choice a renewal quote for a Support Agreement approximately one hundred (100) days prior to the expiration of the current subscription term. The renewed subscription term will become effective upon the expiration date of your previous term, provided applicable fees have been paid.

In the event you do not receive a quote, please feel free to contact Tufin's Renewals organization directly at: renewals@tufin.com.

LAPSE OF SUPPORT

The customer will not be entitled to receive any Support Services upon expiration of the Tufin Support Agreement. Upon expiration, access to the Tufin Support Center (Downloads, FAQ's, Knowledge Center, Online Training, Activations and much more) will be disabled. The customer will also no longer have access to the latest Tufin software versions to upgrade or patch their Tufin environment.

REINSTATEMENT OF SUPPORT

In the event that there is a lapse in Support, Licensee may reinstate Support only in accordance with Tufin's then-current business policies concerning reinstatement which may require, among other things, to be determined at Tufin's sole discretion:

- payment to Tufin of all Support fees that would have previously been paid had Licensee continuously renewed Support plus the next upcoming annual Support period fees in conjunction with an upgrade of the Software to Tufin's most current release, or
- repurchase of a license to the most current version of the Software.

Our Renewals team will be able to explain to you our policy on renewing or reinstating Support Services. For additional information regarding your Tufin Maintenance and Support Terms & Conditions are available at https://www.tufin.com/support/.

MATCHING SERVICE LEVELS

When acquiring technical support, all licenses must be supported under the same technical support service level.

13. LICENSING

ORDERING AND LICENSING

How to install permanent licenses for Tufin orchestration Suite can be found on the Tufin Portal under Sales > Pricing & Licensing Tools > Ordering & Licensing or click here. It can also be found in the Tufin Knowledge Center, here.

Software License Validity

The permanent license is a perpetual use license: As long as the customer's number of monitored devices of each type does not change, the licensed Tufin products will continue working.

Annual Maintenance and Support

In addition to the product component, a typical Tufin sale includes Maintenance & Support. Tufin Technologies issues the customer a License Certificate (in PDF format) for each purchase, which details the expiration of the Maintenance & Support rights, before which the contract should be renewed.

LICENSING FAQ

For frequently asked questions about licensing, click here or navigate to Sales > Pricing & Licensing Tools > Licensing FAQ on the Tufin Portal.

14. WARRANTY & RETURN MERCHANDISE AUTHORIZATION (RMA)

HARDWARE SUPPORT

- Appliance Warranty - During the warranty period (part of a 5-year program), customers are entitled to an Advanced Replacement Service. In the event of a hardware-based malfunction, following the determination by Tufin Technologies' support that the malfunction is hardware-based, the customer will be shipped replacement appliances, and/or spare parts via overnight express courier prior to the return of the defective appliance, and/or spare parts to Tufin Technologies. Service hours are 9am to 6pm in the local time zone of the customer location(s) Monday through Friday during the warranty period, exclusive of local public holidays.
- In case a defective appliance is shipped back to Tufin Technologies, the Customer may wipe sensitive data off the hard drives, provided the hard drives are not destroyed as a result, and that no other damage is caused to the appliance.
- Any damage resulting from the data cleansing procedure will not be covered by hardware warranty, and will be billed and invoiced separately. Customers that wish to keep the hard drives of defective appliances by removing them from the defective appliances prior to shipping them back, will be charged the market rate cost of new hard drives of the same specifications.
- Damage caused to appliances outside of reasonable computer usage, and/or inconsistent with the product documentation or Tufin Technologies' instructions, will not be covered by hardware warranty, and will be billed and invoiced separately.
- Replacement appliances are shipped using Carriage and Insurance Paid (CIP) under Incoterms 2000 to the party that ordered the appliance (either the customer or the partner).
- Tufin Technologies provides appliance freight insurance from the manufacturing facility in the United States to the shipping address. Tufin Technologies will not be liable for any damage incurred due to further shipments beyond the shipping address coordinated with the customer or partner.

REASONS FOR APPLIANCE RMA

- Dead on Arrival (DOA)
- Faulty disk or RAID adapter
- Any other malfunction which causes the appliance not to boot normally

REPORTING FAULTY HARDWARE & RMA PROCESS

- Open a new Service Request
  - Tufin Support will verify and validate faulty appliance issue and request all necessary information to process the RMA. This will require information such as various database command outputs, environment information, shipping aa address, etc.
  - Tufin Support will verify the Customer has a current Maintenance & Support agreement
  - Tufin Support will verify the appliance is under warranty
- Replacement appliance
  - Replacement appliance or parts are shipped via overnight t express courier to the Customer
  - Pre-paid shipping gin label provided for the return of the defective appliance to Tufin
  - Service Request is closed upon the successful return of the defective appliance

15. ENSURING CUSTOMER SATISFACTION

Tufin Support cares greatly about the quality of communication, technical expertise of our engineer(s) per case and overall satisfaction regarding the handling of each ticket. Proceeding the resolution of each Service Request, a Customer Case Survey is emailed to the Customer for their evaluation and additional feedback.

16. KNOWLEDGE RESOURCES

KNOWLEDGE CENTER

Tufin's products **User Guides, Release Notes, Developer's Guides, Technical content** and more. Located on the Tufin Portal under Support > Technical Resources > Knowledge Center or click [here](#).
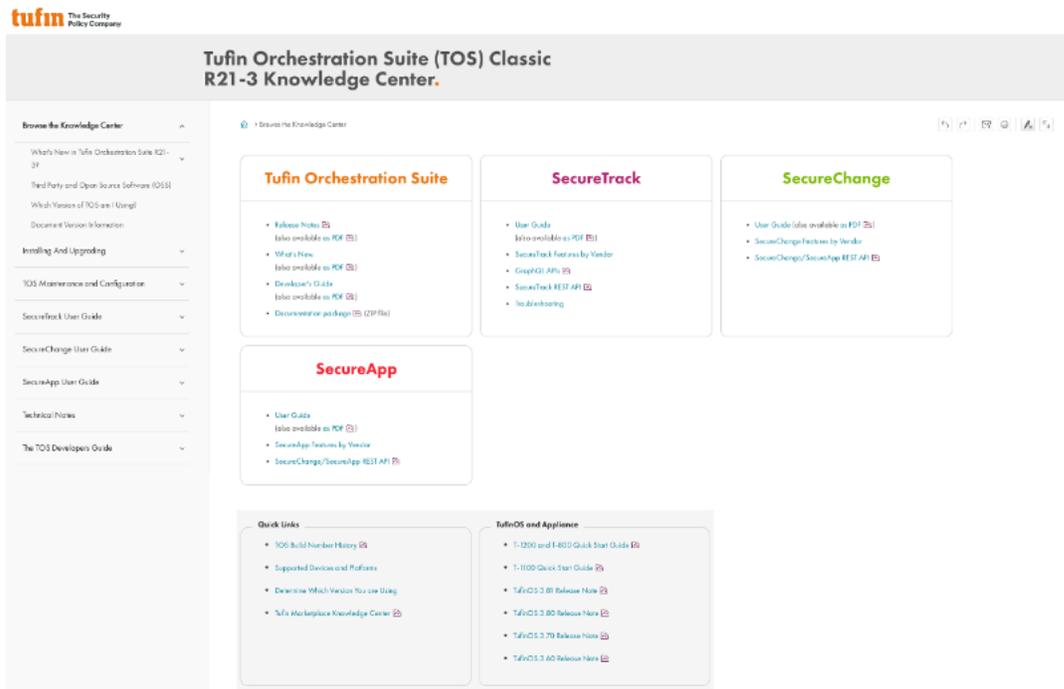
TUFIN USER

FORUM

Access Tufin's User Community and post your own question or search existing posts to find the answers to your questions. The Technical Forum is located on the Tufin Portal under Support > Technical Forum or you can click [here](#).
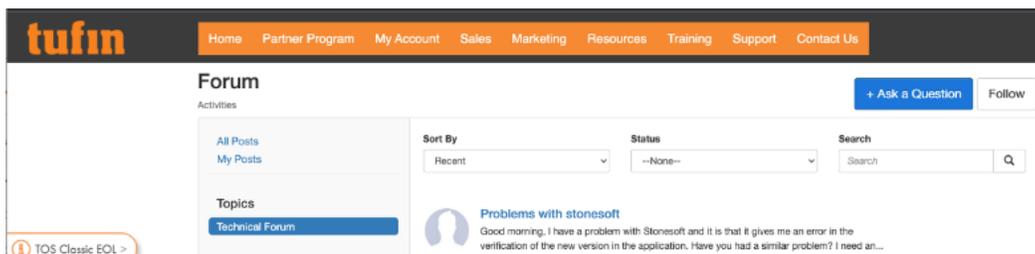
TUFIN DEVELOPER COMMUNITY

If you are using the Tufin orchestration Suite as a development platform, extending it or integrating with 3rd party systems, Tufin's Developer Community is the place to share knowledge and consult with peers. Click here to check it out!

Note: You must "Sign Up" to create an account:

17. TUFIN CERTIFIED SECURITY EXPERT (TCSE) TRAINING PROGRAM

Become a Leading Expert in Network Security Policy. The Tufin Certified Security Expert (TCSE) Training Program, is designed to ensure your success and provides the necessary tools and knowledge to maintain your security posture by increasing your utilization of the Tufin Orchestration Suite.

Join more than 2,000 customers and channel partners worldwide who have become Tufin Certified Security Experts. Whether you have just deployed Tufin's solutions, or have been using it for years, the TCSE training program is designed to deliver real value to you and your organization.

If you are interested in more information on the Tufin Academy, please contact us here.

TCSE CERTIFICATION PATH

There are four levels within TCSE. You can get more information about them here.

New TCSE Certification Program Structure

Associate	TCSE 1 - Security Policy Management Basics TCSE 2 - Advanced Security Policy Management and Automation	FW Admins	
Professional	TCSE 3 - TOS Administration TCSE 4 - Troubleshooting		TOS Admins
Expert	TCSE 5 - Tufin Developer		
Technical Partners	TCSE 6 - Service Delivery Partner		

- ☽ Associate
  - ☾ Security policy management basics. A foundational training program that provides an expansive introduction to the Tufin Orchestration Suite that includes advanced security policy management and automation training
- ☽ Professional
  - ☾ An in-depth overview on how to manage The Tufin Orchestration Suite which includes troubleshooting acumen covering infrastructure and enabling admins to sustain a healthy Tufin environment
- ☽ Expert
  - ☾ Provides the knowledge and skills to configure and manage Tufin Orchestration Suite APIs and use them to develop customizations and integrations
- ☽ Technical Partner
  - ☾ Provides a strong focus on the delivery of Tufin's Tufin Orchestration Suite solution to help partners gain knowledge on customer's standard and advanced implementations.

BENEFITS

- ☽ Understanding of how to leverage the full value of Tufin's solutions for your organization
- ☽ Get hand's on experience with our comprehensive labs
- ☽ Receive certificates and badges to demonstrate your level of expertise, that can be shared with your LinkedIn community

18. KEY CONTACTS

For Up-to-Date contact information, view our contact page here.

Contact Us.

Sales.

Phone: 1-877-270-7711

Address:
10 Summer Street, Boston, MA 02110, United States

Americas-Sales@tufin.com
Latam-Sales@tufin.com
Contact-EMEA-Sales@tufin.com
Asia-Pacific-Sales@tufin.com

Partner requests/inquiries: Channel@tufin.com

Support.

You can open a support ticket or chat with us through our **User Portal** or call:
Toll free (within the US): +1-877-270-7711
Non-toll free (outside the US):
+33-975-183-218
+49-892-109-4776
+44-203-608-6931
+61-284-172-927

FIRST NAME: *
LAST NAME: *
WORK EMAIL: *
JOB TITLE: *
PHONE NUMBER:
COMPANY NAME: *
COUNTRY: *
Select...
SELECT DEPARTMENT TO CONTACT:
Select...
MESSAGE: *

By submitting, I acknowledge Tufin's Privacy Policy.

CONTACT TUFIN