



ENTRUST

Entrust Platinum Services

A service offering for Entrust Certificate Services (ECS) customers

OVERVIEW

More peace of mind

Entrust's comprehensive service and support programs are part of our commitment to offer you the best. We offer the industry's broadest set of identity-based products and services, with the goal of properly securing your transactions and bringing high assurance identity verification. Entrust certificates are a solid investment for peace of mind. The ECS Platinum Services option ensures the smoothest, most efficient resolution response for your organization.

KEY BENEFITS

- Improve total cost of ownership
- 24x7x365 support and verification availability
- Emergency telephone support
- 24-hour verification service
- Quicker user and domain verification
- Expedite requests at no extra charge
- Dedicated relationship manager
- Up to 15 named account contacts

KEY FEATURES

Around-the-clock support

We understand the demands of your organization and the need to keep your business operating efficiently. With ECS Platinum Services, your best interests are our first priority.

- We're available 24 hours a day, seven days a week, to answer questions, troubleshoot, and resolve any problems
- During business hours, Entrust representatives are immediately available for assistance
- During off-hours, you can expect a response within an hour
- In the unlikely event something does go wrong, with Platinum Services, a resolution can be found in 24 hours (Severity Level 1)

Dedication to our customers

At Entrust, providing outstanding customer service is always our highest priority.

- Our customer support and Professional Services teams continue to rank highly in customer evaluations and are committed to providing ongoing improvement in our services
- We give customers the opportunity to provide feedback after their service requests have been completed, and we value every suggestion

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Entrust Platinum Services for ECS customers

Entrust offers our Platinum customers a full complement of risk mitigation tools for cryptography security assessment:

Discovery*

Discovery* provides multiple scan and import tools to locate and manage all digital certificate types in our Certificate Services management platform. Our comprehensive suite of Discovery tools help you find and audit all digital certificates – regardless of issuing CA – with the option to consolidate management of foreign certificates to our centralized dashboard.

Automated TLS/SSL Server Test by Qualys Labs

The Automated TLS/SSL Server Test performs a deep analysis of your web servers, identifies vulnerabilities, and grades your level of compliance. Notifications for certificates that do not meet your high standards appear on your dashboard or can be emailed. The tool is continuously updated and can identify the latest known vulnerabilities, and it runs automatically as scheduled to deliver ongoing monitoring.

Cryptographic Lifecycle Management

This tool provides unmatched visibility and insights by scanning and scoring your IT cryptographic security posture, taking vulnerability scanning to the next level. It goes past the endpoints (e.g., firewalls, VPNs, and servers) to detect both public and private certificates residing within your IT environment, searching for unmanaged, hardcoded, or hidden certificates that are hard to find.

HOW IT WORKS

Support	Silver Services (Included with CMS subscriptions)	Platinum Services (Optional)
Support Availability	24/5: Sunday 8 pm ET – Friday 8 pm ET	24 hours/day, 7 days/week, 365 days/year
Named Callers	3	15
Support Tool Access	Included	Included
Dedicated Relationship Manager	Included	Included
Expedite Requests	Available at additional cost	Included
Response Time	Severity 1: 8 business hours Severity 2: 2 business days Severity 3: 4 business days or future release	Severity 1: 4 business hours Severity 2: 1 business day Severity 3: 2 business days
Verification		
Verification Services Availability	24/5: Sunday 8 pm ET – Friday 8 pm ET	24 hours/day, 7 days/week, 365 days/year
Average Certificate Validation Time (non-EV certs)	1-3 business days	24 hours
Multiple Authorization Contacts	Not available	Up to 5 available
Additional Administrative Contacts	2 admins	Up to 15 available
Applications		
Advanced Cryptography Lifecycle Management Tool	N/A	Cryptographic lifecycle management
Discovery*	✓	Included (up to 100 certificates)
TLS/SSL Server Test	Integrated	Automated

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