Support policy

Support model by product form, channels with the evidence that must accompany each case, version cycle and signed updates.

Support model

Status: Available

Support forms part of the product licensing model:

- **Commercial form:** support is **included in the annual subscription** per agent.
- **Government form:** support is **annual, at 20% of the perpetual licence**, with the **first year included**.

Channels

Support is provided through the vendor's contractual channels. For a case to advance with evidence, the request must be accompanied by the elements the product itself records:

- The sheet of the affected agent or workload, with its status snapshot.
- The identifier of the job, policy or evaluation in the console.
- The log entries for the affected interval, which the console allows exporting.
- In backups, the manifest of the affected point.

With those elements, diagnosis starts from recorded facts and not from assumptions.

Maintenance and version cycle

Status: Available

- The product is maintained with version control and a deployment register with its documented rollback.
- Each major version is accompanied by its **operational validation report** and its **security audit with OSCP methodology**, signed within the platform.
- Agents are updated through the agent's own channel: the update is verified by signature before being applied and is automatically rolled back if the subsequent health check fails. The console can pin a version per agent or per organisation.
- In the government form, updates are delivered as signed packages importable offline, which are verified by signature before being applied.
- The user manual, in Spanish and English, enables autonomous operation and training of the institution's operators.

Continuity of support and operation

In the government form, the perpetual licence allows continuing to operate what was acquired without depending on a renewal, and the installation is self-contained and capable of operating offline. Expiry of annual support does not block the perpetual licence. Detail on continuity is set out in the vendor's declaration and in the product document of this library.

Note on severities and target times

The public sources of the dossier do not set a public table of severities or target response times by severity. For that reason this policy does not publish figures of that type: the service-level commitments applicable to each installation are those set out in its contract.