

Blumira Expertise for MSPs

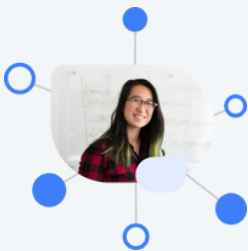
Blumira is dedicated to the security success of our partners and customers. Our experienced security team is happy to provide responsive and knowledgeable advice when you need it most.

Email msp@blumira.com - our MSP team would love to help!

- Have a partnership question? Get additional resources: blumira.help/partners

Benefits of Blumira:

- ▶ **Faster time to security** - deploy in minutes, detections in under a minute
- ▶ **Replace your SOC** (security operations center) - automate manual triage and response
- ▶ **Meet compliance** - one year of data retention for cyber insurance & compliance
- ▶ **Access to security experts** - responsive support included; no need for in-house analysts



Blumira Support

Case Management – support@blumira.com

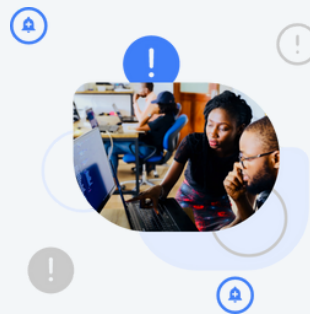
Standard Support Hours:

- 9am – 8pm ET, Mon-Fri for all issues
- 24 hours, 7 days a week for urgent priority issues
 - Call (877) 870-5876 for emergencies

Ideal Customers

Blumira is often a great fit for:

- Organizations under 500 users
- Windows/Azure & hybrid environments
- Compliance-driven industries
- SMBs who know they need better security, but are on a tight budget with small IT teams



Security Support SLA

Blumira's security team is available to help you with guided response. Here's what to expect:

Time to Initial Response

- Critical (emergency) – 1hr
- High – 4 hr
- Normal – 1 business days
- Low – 2 business days

In the event of a critical issue, call us at (877) 870-5876. When prompted, press the option to inform us of a CRITICAL matter.

Email

msp@blumira.com
for any questions.

Discovery Questions

- Do you have logging, security compliance or cyber insurance requirements?
- What do you use for detection & response today?
- Are you concerned about ransomware attacks?
- Have you been priced out of advanced security tools in the past?

