

AntiVirus Software as a Service

Channel Partner - Overview

Become a Channel Partner

Let's face it. There's an increasing number of bad actors working hard to identify and exploit vulnerable organizations. It's imperative that you help your customers and their organizations stay diligent in their cybersecurity defense strategy. By becoming a Channel Partner of our Antivirus as a Service (AVaaS) solution, you can protect your organization and your customers with a simple, flexible, and profitable solution.

Our Antivirus Software as a Service (AV SaaS) offers world-class artificial intelligence (AI) based AV software at an affordable cost. Our Channel Partner AV SaaS solution is designed for large organizations who have a team of certified and trained Security Engineers who can monitor and manage this comprehensive software in house. For Channel Partners that do not have the resources, we recommend our AVaaS solution, which is monitored and managed by certified Security Engineers here at High Point Networks. Time to take your business to it's highest point, together.

Software Capabilities

- AI-based malware prevention and machine learning
- Pre execution blocking and quarantining of known and unknown threats
- Active detection and prevention of zero-day attacks
- Customizable policies and rules to minimize business disruption
- Script management controlling where, how, and when scripts are allowed
- Protection against unauthorized devices accessing the network
- Root cause analysis and threat hunting

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Channel Partner - Statement of Work

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Excluded Items

- HPN Engineering Services (billed Time & Material)
- Monitoring, maintenance, and remediation
- Third-party product issues or support
- Remediation of conflicts with secondary AV solutions installed on the same machine
- Remediation of security events
- Onsite maintenance or travel
- Training

Customer Requirements

- Full responsibility of configuration, maintenance, and day-to-day management of the software
- Protected systems must maintain a supported version of Operating System
- Protected systems are networked during routine maintenance and accept necessary prompts

Terms and Conditions

- Either party may terminate this agreement at any time by providing written notice, 90 days prior to the billing date of any service. Other terms and conditions regarding 'Term and Termination' can be found in the Channel Partner Agreement.
- Channel Partner will be billed at the beginning of the month for the previous months' highest user count with net 30 terms
- Channel Partner Agreement, Master Services Agreement, and Non-Disclosure Agreement must be signed.
- This Statement of Work does not replace the High Point Networks Master Services Agreement.
- By accepting this Statement of Work, you agree to Cylance's End User License Agreement (EULA), which is available online or by request.
- Early termination requires payment of highest past monthly user count for the remainder of the agreement.
- It is critical customers employ multiple layers of security coupled with security training. Because no single solution can address all security concerns, High Point Networks makes no guarantees written or implied that AV SaaS by itself will protect your organization from a security incident.

Response Times and Scale

Service Priorities: **PRIORITY 1** - Emergency or immediate response
PRIORITY 2 - Quick response
PRIORITY 3 - Normal response
PRIORITY 4 - Next scheduled visit

Level of Severity: **LOW** - One user or a small group of users is affected
MEDIUM - Departments or large group of users are affected
HIGH - Entire company is affected

Business Impact: **LOW** - Business processes can continue
MEDIUM - Business is degraded, but there is a reasonable workaround
HIGH - Critical, major business processes are stopped

	High Severity	Medium Severity	Low Severity
High Impact	PRIORITY 1	PRIORITY 2	PRIORITY 2
Medium Impact	PRIORITY 2	PRIORITY 3	PRIORITY 3
Low Impact	PRIORITY 3	PRIORITY 3	PRIORITY 4

Standard SLA (9 Hours/Day)

	Respond Within	Resolution Plan Within	Resolved Within
PRIORITY 1: <i>Emergency</i>	.2 Hours	.5 Hours	Best Effort
PRIORITY 2: <i>Quick</i>	.2 Hours	1 Hour	Best Effort
PRIORITY 3: <i>Normal</i>	.2 Hours	2 Hours	Best Effort
PRIORITY 4: <i>Next Visit</i>	.2 Hours	4 Hours	Best Effort

Notification Schedule: **PRIORITY 1** Staffed 24x7x365 | Response SLA Staffed 7-6 CST
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