



Hewlett Packard Enterprise

Welcome to the Fortify Support Team:

Hewlett Packard Enterprise Security Fortify Support team is committed to ensuring your success. This guide will provide important information on almost everything you need to know about HPE Security Fortify Support. You will find guidelines and reference materials that will allow you to maximize your HPE Software investment. It has never been quicker, easier, or more convenient for you to access our world class service. Some restrictions may apply or processes may vary depending on your HPE Software product, especially in cases of a Third Party software product. Such differences or changes are highlighted on a best effort basis.

HPE Security Fortify Support offers customers direct, high-quality, responsive technical support. We strive to create a support environment that provides the information you need more quickly, resulting in uptime maximization, availability and revenue generating potential in your environment. HPE Security Fortify Support is dedicated to resolving your Fortify product issues and to ensuring that you gain the most value possible from our security product solutions.

Let's begin with "How to reach Fortify Support":

We make it easy for you to reach us, by phone, by email or by logging into our support portal.

You can open a support case for HPE Security Fortify products via e-mail or by telephone, using our new customer support system. This streamlined procedure is designed to provide easier access and improved customer satisfaction.

E-Mail (Preferred Method)

Send an e-mail to fortifytechsupport@hpe.com describing your issue. Be sure to include the product name. A customer support representative will contact you.

Telephone

Call the HPE Software Support Response Center at **1-844-260-7219** where a live agent will be on hand to assist you 24x7 with case creation, call back requests and reporting case concerns. If you are calling from outside North America, our expanded list of toll free numbers by country can be found [here](#).

Online

Access your account at the Fortify Support Portal (<https://support.fortify.com>). If you do not yet have an account, have forgotten your username, or need any assistance regarding your account information, please contact us at fortifytechsupport@hpe.com or **1-844-260-7219**.

Three things to remember:

Phone: 1-844-260-7219

Email: fortifytechsupport@hpe.com

Online: <https://support.fortify.com>

To Reach the Fortify License Team:

Please select the appropriate region when contacting the license team to prevent delays.

Region	Contact Email
AMS	mi.licensing-na@hpe.com
EMEA	mi.licensing-emea@hpe.com
APJ	licensesapac@hpe.com

The License team can assist with questions on activating licenses, license details, license renewals, and any questions pertaining to licensing.

Support Offerings:

HPE Fortify Support offers various levels of support to fit your business needs.

9x5	Phone-in and email assistance during local business hours, patch downloads, product updates
24x7	Phone-in and email assistance including holidays and weekends, patch downloads and product updates
Named Advanced Support Engineer (NASE)	Phone-in and email assistance with personalized support access to an advanced Tier 2 support engineer during local business hours, patch downloads, product updates
Technical Account Manager (TAM)	Proactive and personalized support with scalable offerings that consist of an assigned Enterprise Support Manager and/or Named Response Center Engineer, account support plan, accelerated support delivery, technical and/or business reviews as well as additional proactive and reactive features

What happens when you open a case?

Via Email:

1. Our intelligent system converts your email into a case.
2. Assigns a case number
3. Assigns the case into to our incoming case queue
4. Replies to your email with an automated case open notification email.
5. If the case is of a technical nature, our highly qualified Tier 1 team will respond to you with first steps to triage.
6. If the case is of an administrative nature, i.e., Portal access, documentations etc., our ever accessible Operations team will be at your service.
7. One of our support engineers will call/email you back and provide you with the appropriate solution to your issue

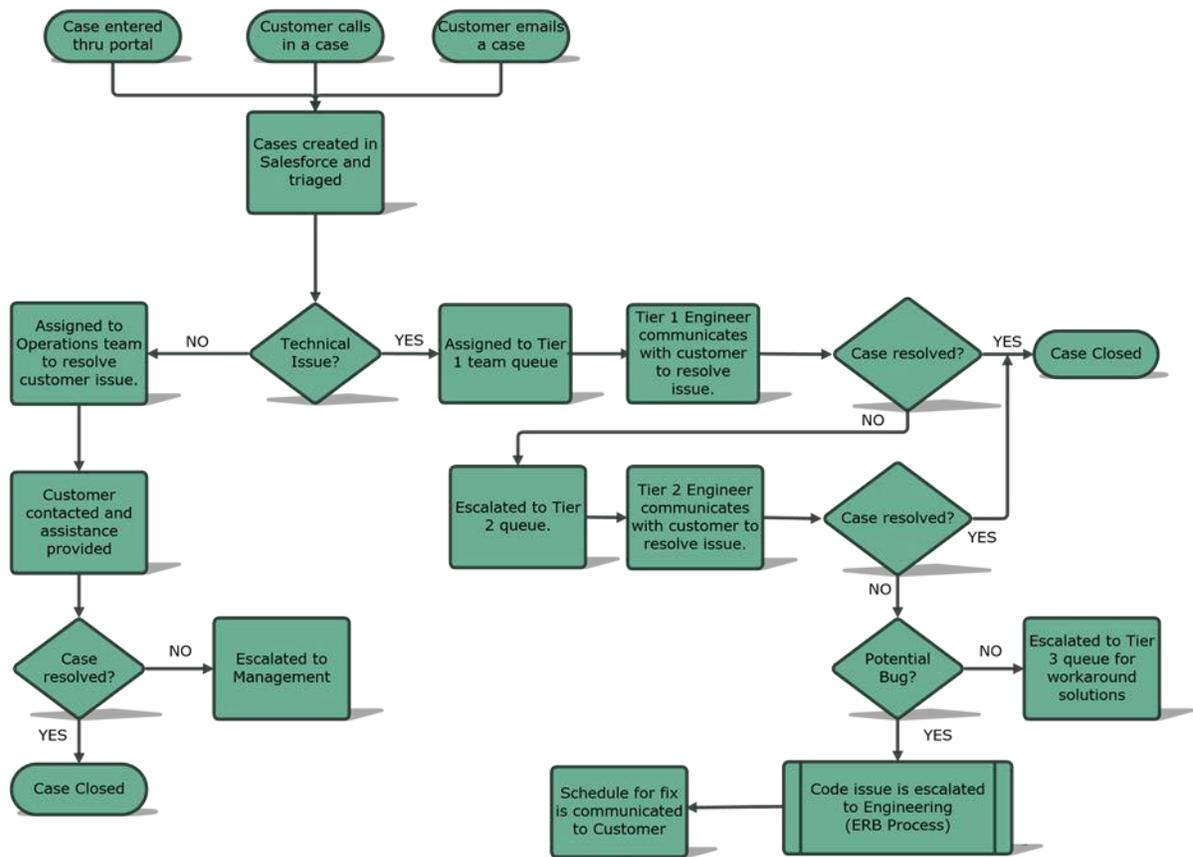
Via Phone:

1. Calling our phone line will put you through to the HPE Software Support Response Center, the live agent will take details of your issue and a contact phone number to reach you back.
2. The agent will then convert this to a case and the system assigns a case number.
3. Assigns the case into to our incoming case queue
4. If the case is of a technical nature, our highly qualified Tier 1 team will respond to you with first steps to triage.
5. If the case is of an administrative nature, i.e., Portal access, documentations etc., our ever accessible Operations team will be at your service.
6. One of our support engineers will call you back on the number and provide you with the case number and initial triage of your issue.

Via Portal:

1. Using our online portal you can login and create a case.
2. Assigns the case into to our incoming case queue
3. Replies to your email with an automated case open notification email.
4. If the case is of a technical nature, our highly qualified Tier 1 team will respond to you with first steps to triage.
5. If the case is of an administrative nature, i.e., Portal access, documentations etc., our ever accessible Operations team will be at your service.
6. One of our support engineers will call/email you back and provide you with the appropriate solution to your issue.

Here is how it works - Visually



Escalations:

Case Review by a Duty Manager:

Fortify Support Engineers work your cases to your satisfaction and strive to provide the best possible support. If you have concerns about the progress of an existing Support case, you may reach a Duty Manager via [phone](#). Simply call Technical Support, provide your case number, and notify an agent that you wish to speak with a Duty Manager. Alternatively, you can request your assigned Support Engineer put you in touch with a Duty Manager. A Duty Manager will be in touch by phone to:

- Collaborate with you and Support to develop an action plan that addresses your concerns
- Keep apprised of case progress and provide you with regular updates
- Be a point of contact until the issue is progressing as desired
- Engage Escalation Management as needed

Case Review by an Escalation Manager

- If the software support process and Duty Manager Process has not met your needs, and will not deliver an acceptable solution in an agreed time frame, and the situation has a business impact that could be considered critical a formal escalation may be requested.
- The main purpose of a Technical Escalation is to accelerate the resolution, engage additional resources where needed, and to provide additional management oversight and communication.
- At your request the escalation process is initiated by an HPE Representative such as a Duty Manager or Support Delivery Manager. The escalation team evaluates the best course and assigns an escalation manager to the situation if appropriate.

Enhancement Requests:

Our products go through a variety of quality assurance tests before release. In the event that our product fails to meet your expectation of a certain function, we will be more than happy to file an enhancement request on your behalf. We conduct bi-weekly reviews on the enhancements and potential bugs filed on behalf of the customers. The engineering team will evaluate the issue and provide a feasibility and potential schedule for the request.

Knowledge Base Articles:

Our support engineers are excellent problem solvers. As and when they encounter unique issues, they document the resolutions. These resolutions along with the common issues are available in the knowledge base accessible through the support portal. (<https://support.fortify.com>).

Before you reach us for technical support:

In order to understand and resolve your software support service request in the most expedient way possible it is important that you take the following steps before you contact us. You will need to gather information about the problem and have it on hand when discussing the situation with our support engineer. The following steps are an example of what is required:

Define the Problem:

Being able to articulate the problem and symptoms before contacting software support will expedite the problem solving process. It is very important that you are as specific as possible in explaining a problem or question to our support engineers. Our engineers pride themselves on accuracy, having the above mentioned information readily available will allow the team to quickly resolve your issue.

SLAs:

	Severity Level 1	Severity Level 2	Severity Level 3	Severity Level 4
Response Time Goals for Fortify products.	9x5: 2 office hours 24x7: 2 clock hours goal with prioritized support response	9x5: 6 office hours 24x7: 4 clock hours	9x5: 8 office hours 24x7: 6 clock hours	9x5: 1 business day 24x7: 1 business day
Definition	<p>Production system is down</p> <p>HPE product is unusable resulting in total disruption of work or other critical business impact</p> <p>No workaround is available</p>	<p>Major feature/function failure</p> <p>Operations are severely restricted. A workaround is available</p>	<p>Minor feature/function failure</p> <p>Product does not operate as designed, minor impact on usage, acceptable workaround deployed</p>	<p>Minor problem</p> <p>Documentation, general information, enhancement request, etc.</p>