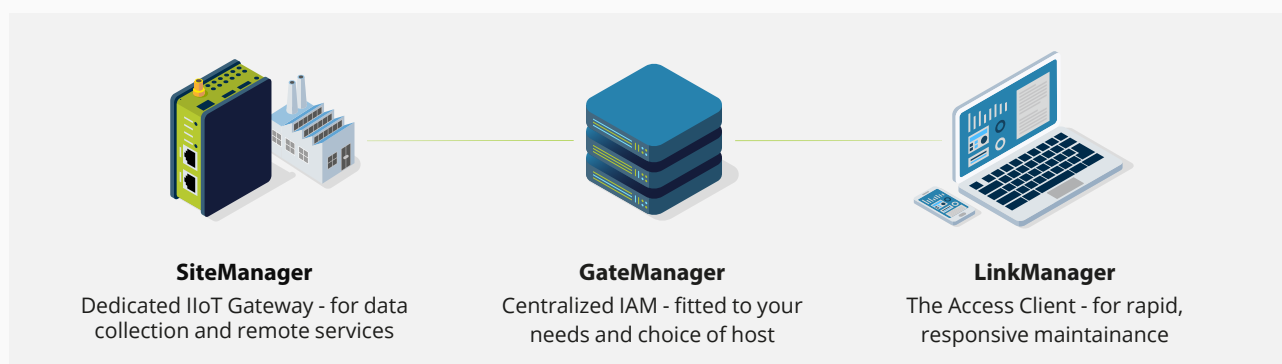# The Secomea Package overview

The Secomea Solution is the only end-to-end remote maintenance platform designed for global production.

With our solution, multinational companies and their IT departments provision remote maintenance access to hundreds of devices and dozens of factories, securely and centrally, **from one platform.**

SiteManager
Dedicated IIoT Gateway - for data collection and remote services

GateManager
Centralized IAM - fitted to your needs and choice of host

LinkManager
The Access Client - for rapid, responsive maintainance

Choose your package

Choose the plan that suits you best and unleash the complete potential of secure global remote maintenance for industrial machine networks - effortlessly. Our pricing scales according to your requirements, ensuring you pay only for what you use.

ESSENTIAL
Streamline secure remote access with key foundational tools.

PROFESSIONAL
The Professional package increases your remote maintenance productivity across regions through enhanced cybersecurity and data services.

PREMIUM
The Premium package maximizes remote maintenance productivity with high global cybersecurity standards, premium support, and customization.

Tiered packaging line-up by degree of cybersecurity features and support

			ESSENTIAL	PROFESSIONAL	PREMIUM	ADD-ON
Infrastructure & remote access	1	Remote access	✔	✔	✔	
	2	Hosting locations (regions no. to reduce latency)	1 reg ✔	Up to 2 reg ✔	Up to 3 reg ✔	✔
	3	Private server hosted by Secomea	—	✔	✔	✔
	4	Static tunnel connections	—	✔	✔	
	5	Number of concurrent users	5	10	30	✔
	6	Data Collection Module	—	✔	✔	
	7	Data Collection Cloud (DCC)	—	—	—	✔
Cybersecurity	8	Privileged access management (i.e., hierarchy-based user roles/rights)	✔	✔	✔	
	9	Access to activity logs for your security audit	✔	✔	✔	
	10	Set-up of alerts, events, SMS/email alarms, automated actions	✔	✔	✔	
	11	Secure log-in features	MFA	SSO	SSO	
	12	Advanced grouping	✔	✔	✔	
	13	Active directory integration	—	✔	✔	
	14	Request for access	—	✔	✔	

		ESSENTIAL	PROFESSIONAL	PREMIUM	ADD-ON
	15 Vulnerability Score for your remote access units *	✔	✔	✔	
	16 NIS2 Vulnerability compliance per site/end-customer *	✔	✔	✔	
	17 Secure File Transfer *	—	✔	✔	
Customi-zation	18 API access	—	—	✔	
	19 Branding/customization of login page	—	—	✔	
Managed Service, Support, and Consultancy	20 Hosting SLAs, tech support and implementation consultancy	Basic 8/5 support	Standard 8/5 support	Advanced 24/7 support	
	21 Support Channel (e.g., information on SW/HW and how to use)	Ticket	+Hotline	+Hotline (priority)	
	22 Training (e.g., employees to be trained in using the solution)	During implementation	During implementation	5hrs / year	✔
	23 Platform implementation and setup	2 hrs	3 hrs	5 hrs	✔

* Feature available in Q1 24

Detailed overview of service and support level differentiation

		ESSENTIAL	PROFESSIONAL	PREMIUM	ADD-ON
Managed service	**Hosting SLA**	**Basic**	**Standard**	**Premium**	
	Platform uptime	99.3%	99.3%	99.6%	
	Incident resolution time *	12 hrs	8 hrs	4 hrs	
	Frequency of incident updates *	Every 2 hrs	Every 2 hrs	Every 1 hr	
	Recovery Point Objective (RPO)	Within 48 hrs	Within 48 hrs	Within 24 hrs	
	Secure Backup: Recovery Point Objective/ Recovery Time Objective	48 hrs	48 hrs	Daily	
Support	**Tech support (e.g., incidents, troubleshooting)**	**Basic**	**Standard**	**Premium**	
	Tech support (e.g., incidents, trouble-shooting) channel	Ticket	+Hotline	+Hotline	
	Tech support (e.g., incidents, trouble-shooting) hours	8/5*	8/5*	24/7	
	Tech support (e.g., incidents, trouble-shooting) resolution time*	2 BD	1 BD	12 hrs	
	Emergency support	—	—	—	✔
Consultancy	**Implementation consultancy**	**Basic**	**Standard**	**Premium**	✔
	Platform Implementation	2 hrs	3 hrs	5 hrs	✔
	Yearly tech training	—	—	5 hrs	✔
	Dedicated CSM and tech training resources	—	—	✔	

* Scheduled time intervals are for Severity 1 cases. Refer the SLA for additional severity time intervals.
  Resolution time is only for Level 1 cases.