

RedTail Consulting

RedTail CyberArk Premium Support

Service Definition – One Page Overview

Service overview

RedTail CyberArk Premium Support provides ongoing technical support and advisory services for CyberArk Privilege Cloud. The service is designed to help organisations operate, maintain, and optimise their privileged access environment while retaining full operational control and governance.

Scope of service

The service includes incident triage, fault investigation, troubleshooting, configuration guidance, health checks, and upgrade and compatibility advisory. Where required, RedTail coordinates escalation with CyberArk Support to support timely issue resolution.

Onboarding and offboarding

Structured onboarding establishes support access, escalation routes, and service processes. Offboarding includes controlled access removal and service handover aligned to customer requirements.

Service levels

Support response times, operating hours, and escalation paths are agreed during onboarding and aligned to customer needs and CyberArk SaaS service commitments.

Resilience and continuity

Platform-level backup, recovery, and disaster recovery are delivered by the CyberArk Privilege Cloud SaaS platform in accordance with CyberArk's published business continuity arrangements.

Security and governance

Security controls are enforced through CyberArk platform capabilities and RedTail's operational processes, including access control, incident management, and secure service delivery practices.

Pricing

Pricing is based on an annual support fee and is dependent on the CyberArk modules in scope, user volumes, and overall environment complexity.