

OPSWAT Professional Services

Last Updated: July 5, 2025

OPSWAT Professional Services are designed to enhance your experience utilizing the OPSWAT suite of solutions. OPSWAT Professional Services are subject to the terms and conditions located at:

<https://www.opswat.com/legal/professional-services>.

Please see below for a brief description of each service:

Name of SKU	Description
Remote Implementation Services	<p>Remote Implementation ensures a seamless implementation of applicable purchased products and solutions that can be accessed remotely by the Professional Services team. The Professional Services team will collaborate with you to install, configure, and document your solution according to your specific requirements. This is a fixed-fee service available to currently available to the following products:</p> <ul style="list-style-type: none">• MetaDefender Kiosk• MetaDefender Core• MetaDefender Sandbox• My OPSWAT (on-premises)• OPSWAT Central Management• MetaDefender Email Gateway Security• MetaDefender ICAP Server• MetaDefender Managed File Transfer (MFT)• OPSWAT Media Validation Agent <p>The list of applicable products may be updated by OPSWAT from time to time. However, any changes will not affect a valid quote issued by us prior to such update, provided that the quote has not expired.</p>

Professional Services Custom (Requires SOW)	OPSWAT custom project. This can include Paid Pilot, fixed fee work, custom implementation, onsite work, NAC solutions, and more (Requires SOW). Services will be priced based on an hourly rate. Each time the OPSWAT team is engaged for customer-facing work, a minimum of 2 hours will be charged against the applicable project. Hours for custom projects must be used within twelve (12) months from invoice date. If the OPSWAT team needs to conduct internal preparation work, such work shall be billed in one-hour increments.
Managed Services	Managed Services provides access to our technical support team 24 hours per day, 7 days per week, including dedicated premium support phone lines; the quickest issue response time commitments (SLAs) of any of our support tiers; an assigned Success Account Manager to ensure you are achieving the expected business outcomes with your OPSWAT products and that issues are being addressed to your satisfaction; quarterly business reviews; a yearly roadmap with our product team (at your request). Add only this sentence: Includes custom reporting as well as 24 x 7 proactive monitoring and management.