

Total Fraud Protection®



DMARC Compass® Blue-Chip Support



Customer success is our highest priority and the DMARC Compass support team is ready to help. Every DMARC Compass client gets access to our Blue-Chip Support to ensure adoption, training, and assistance with email authentication & deliverability.

TYPE OF SUPPORT	WHAT BLUE-CHIP SUPPORT DELIVERS
Portal Access	<ul style="list-style-type: none"> - Unlimited user accounts to the Cyxtera Customer Portal - Assistance establishing SAML access
DMARC Record in the DNS	<ul style="list-style-type: none"> - Initial DMARC record for DNS server - User alerts for any DMARC record change after go live
Service Quality Review	<ul style="list-style-type: none"> - Periodic meetings to review successes and submit user feedback.

SERVICE RESPONSE	BLUE-CHIP SUPPORT
Initial Support Response	<ul style="list-style-type: none"> - Within 1 business day of submitting support request
Cloud Portal Uptime	<ul style="list-style-type: none"> - 99% excluding downtime for maintenance. All maintenance will be announced 1-3 days in advance
Time to Display Email Failure Reports in the Portal	<ul style="list-style-type: none"> - 1 minute after the RUF report is received from the mail agent
Time to Display Aggregate Reports in the Portal	<ul style="list-style-type: none"> - 1 minute after the RUA report is received from the mail agent

