

Immersive Premium Support Statement of Work (SOW)

Premium Support

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www.immersivelabs.com



All customers can access Immersive’s standard Customer Support as set out in the [Immersive Products and Services Guide](#). This standard support package provides self-help resources 24 hours a day via our support portal and access to technical experts during regular business hours, who will respond to any platform faults within defined service-level agreements.

However, some customers require additional support to accelerate their time-to-value. Where expressly stated on the applicable Order Form, Immersive provides Premium Support, which includes a premium level of technical and business support with access to the Immersive Cyber Resilience Team (CRT).

All services provided under this SOW are subject to the underlying master services agreement (MSA). If there is any conflict between this SOW and the MSA, the MSA shall take priority.

Immersive Premium Support provides:

01	Customised Platform Training	Training and onboarding of individuals and teams, or for new releases, delivered by your Customer Success Manager.
02	Priority Support Ticket Handling	Priority support and ticket handling from the Immersive Support team with access to a 24/7 call centre for support ticket submissions.
03	Dedicated Slack Channel	A dedicated Slack channel for real-time communication with the account team allocated to your account.
04	Assistance with new software features	Assistance to leverage new software features.
05	Access to CRT	Access to the Cyber Resilience Team's services, which are tailor-made for delivery and agreed upon per customer.

Cyber Resilience Team (CRT): includes limited delivery of a combination of the following:

01	Crisis Sim Build	We create customised crisis simulations tailored to your company, sector, and specific threats or scenarios you wish to exercise.
02	Crisis Sim Facilitation	We can deliver and facilitate crisis simulations in person or virtually, tailored to your specific needs.
03	Cyber Skills Paths	We design and build custom Cyber Skills Pathways (CSPs) for your individuals and teams, ensuring they develop the precise skills your organisation needs.
04	Cyber Range Exercises	We'll set up and manage your Cyber Range Exercises, handling everything from training paths and briefs to debriefs and reporting.
05	Supported Events	The Immersive One platform is highly agile, enabling the CRT to host immersive events—such as crisis simulations, technical team exercises, or combined drills—both in-person and virtually. The CRA will be your go-to subject matter expert, offering critical cyber knowledge and operational experience.
06	Assessments & Baselineing	To effectively plan your team's development, we first need to understand their current baseline of cyber skills. The CRA will assess your teams to establish this starting point. With this data, we can then create the right Cyber Skills pathways to help you achieve your strategic and operational goals.
07	Insight and Reports	Gain actionable insights from reports that highlight your strengths and areas for improvement, complete with clear and actionable recommendations.
08	Programs	Strategic enterprise planning to expand the Immersive One platform, concentrating on risk mitigation, enhancing resilience, and providing the ability to demonstrate its impact.

The above list is an example of the support services that the CRT can deliver as part of the Premium Support package. The support services will vary on a customer-by-customer basis, proportional to the spending on Immersive products. The support services provided by the CRT for the Customer must be agreed upon in writing and outlined in the applicable Order Form.

The standard delivery method is listed below, utilising the products purchased. This can be amended by agreement between the Customer and Immersive. The Customer must consume the offerings and deliverables during the term of the applicable Order, which shall not be carried forward, credited, or refunded if unused.

Delivery Phases			
Phase 1 - Scoping	Phase 2 - Baseline	Phase 3 - Build & Delivery	Phase 4 - Prove
Strategy, Planning and Initial Engagements	Baselining and assessment to prove the capabilities of your teams and areas using the Immersive platform.	Creation and Delivery of Crisis Simulations, Cyber Skills Paths or Cyber Range Exercises	Post-event reports and suggestions on areas for improvement based on real data.

Premium Support Accelerators:

Accelerated Premium Support: Boosting Your Cyber Resilience

Depending on the products purchased, Immersive can offer, as an alternative to a standard delivery method outlined above, an accelerated Premium Support option which is designed to facilitate the Customer's use of the Immersive One platform more quickly:

- **For Immersive Labs customers:** Receive one custom Cyber Security Program (CSP), complete with guidance on reports to measure your team's progress and performance.
- **For Crisis Sim customers:** Receive one custom 10-inject scenario, delivered remotely by a Cyber Resilience Advisor (CRA), along with a post-tabletop report.
- **For Cyber Range Exercise customers:** Benefit from one Team Exercise or Capture The Flag (CTF) event, run remotely, and a comprehensive post-exercise report.

Products available as part of the Immersive One Platform:

- Immersive Labs
- Immersive Labs Application Security
- Crisis Simulations
- Cyber Range Exercises (Blue Team/Red Team) (formerly “Team Sim”)
- Cyber Ranges
- Workforce Exercises

The above are set out in more detail in Immersive’s Products and Services Guide, which is available [here](#).

Customer Responsibilities:

Successful delivery of the offerings and deliverables referenced in this SOW requires the cooperation of the Customer. The Customer undertakes to act in a timely manner to:

- Carry out any responsibilities allocated to it in the relevant Order Form;
- Provide Immersive with all documents, data, information and materials reasonably required and ensure that they are accurate and complete; and
- Provide Immersive with clear and prompt feedback on any draft deliverables.

To the extent that Immersive’s performance of its obligations under this SOW is prevented or delayed by any act or omission of the Customer or as a result of any assumptions or dependencies listed in the applicable Order Form (**Excusing Cause**), Immersive shall not be in breach of this SOW and/or the MSA nor liable for any losses, damages, expenses and/or costs incurred by the Customer as a result of Immersive’s performance being prevented or delayed. Immersive shall be allowed an extension of time to perform its obligations equal to the delay caused by the Excusing Cause, and Immersive shall be entitled to recover from the Customer any additional costs incurred as a result of the Excusing Cause.

Disclaimer:

The offerings and deliverables referenced in this SOW are provided by Immersive to facilitate the Customer’s use of the Immersive One platform and shall not be taken to be professional advice; Immersive does not accept any responsibility to the Customer nor any other party for the use of the offerings and deliverables referenced in this SOW and/or the Immersive One platform for any purpose other than internal training or educational purposes.

Subprocessor Information:

If the Customer utilises the dedicated Slack channel feature of this Premium Support offering, the Customer acknowledges and agrees that Slack Technologies, Inc. (Slack) will become an additional subprocessor of the Customer's personal data. Slack will process the name, email address, and organisation name of the Customer User, as well as any other data the Customer User inputs into the tool, as part of its communications with Immersive. Slack hosts data in AWS data centres in the United States. For completeness, the complete list of Immersive subprocessors can be found [here](#).

Be Ready

Immersive is trusted by the world's largest organizations and governments, including Citi, Pfizer, Humana, HSBC, the UK Ministry of Defence, and the UK National Health Service. We are backed by Goldman Sachs Asset Management, Ten Eleven Ventures, Menlo Ventures, Summit Partners, Insight Partners and Citi Ventures.

