



ExtraHop Technical Support

Exceptional Support for Exceptional Customers

Our experienced, award-winning support engineers are ready to help you maximize your ExtraHop investment, no matter where you are or what time it is.

ExtraHop Supports You Better



GLOBAL SUPPORT TEAM

- Our “follow-the-sun” coverage model allows us to provide seamless support to all our customers, from Alaska to Africa.

MULTI-CHANNEL SUPPORT

- Report issues via our new [Customer Community](#) or by phone.

24/7 COVERAGE

- 3 AM fire drill? We got you covered. ExtraHop support engineers are ready to help at any time, at no additional cost.
- Plus, proactive software updates and support patches keep your environment running safely and efficiently.

AWARD-WINNING SUPPORT EXPERIENCE



- ExtraHop was named a [Customers' Choice](#) in the 2023 Gartner Peer Insights Voice of the Customer for Network Detection and Response, thanks in part to our customers ranking the support experience 4.7 out of 5 stars.

PRIORITIZATION AND ESCALATION INFORMED BY BEST PRACTICES

- Cases are triaged by severity and routed to experienced technical support engineers based on Technology & Services Industry Association (TSIA) best practices and ITIL methodologies.