IMMERSIVELABS

The Leader in People-Centric Cyber Resilience

PRODUCT AND SERVICES GUIDE (INCLUDING SLA)

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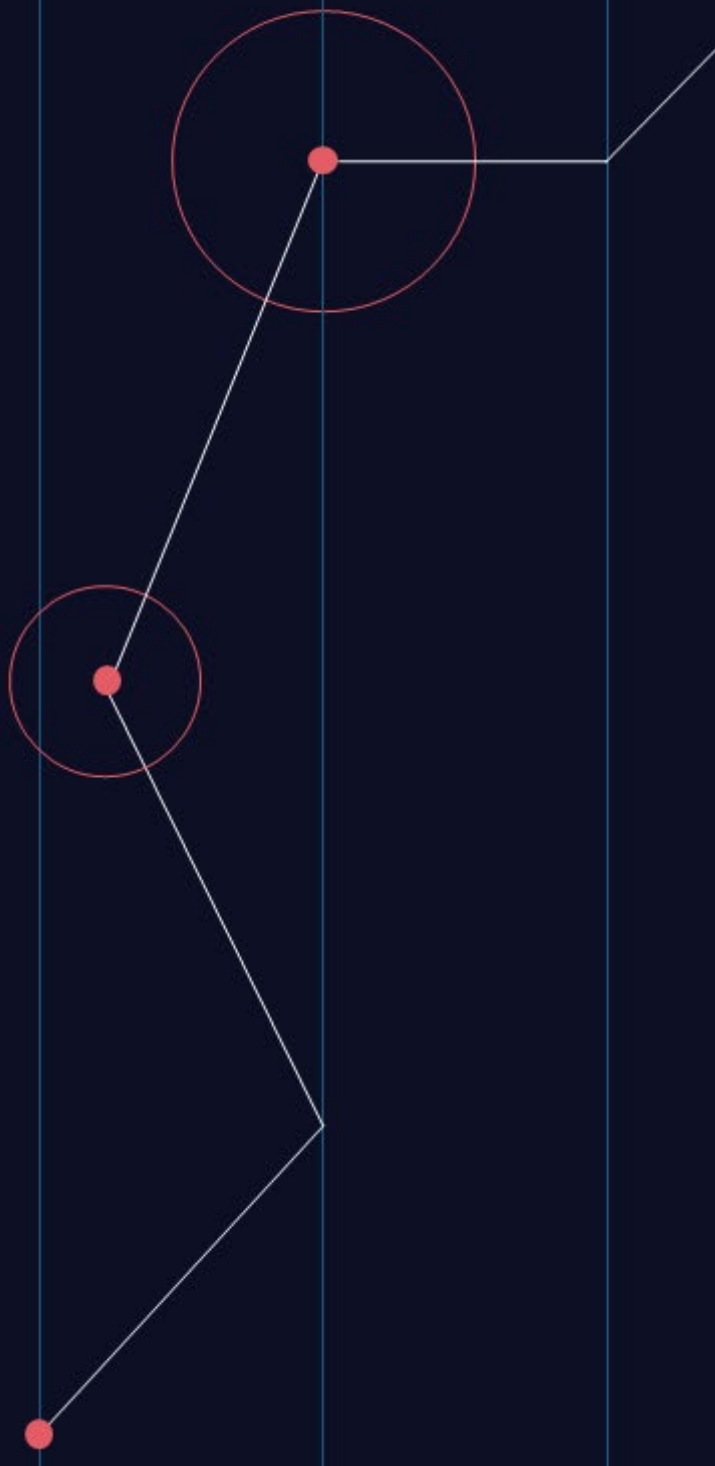

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1. Product and Services Guide

This Product and Services Guide forms part of and is incorporated by reference into, the Immersive Labs Master Services Agreement/EULA for customers or (where applicable) into any negotiated agreement between Immersive Labs and its customers or channel partners that covers the purchase of software and/or access to the Immersive Labs Platform and services provided by Immersive Labs.

The purpose of this Product and Services Guide is to set out details of the products and services we provide to our customers, the overall standard that we aim to achieve, and the customer's remedy for resolving any technical issues.

The specific products and services to be provided to each customer and the relevant purchase method shall be as specified in the applicable Order Form.

2. Platform objectives

Immersive Labs helps organizations continuously assess, build, and prove their cyber capabilities and team readiness, from front-line cybersecurity and development teams to Board-level executives. We accomplish this using a Cyber Workforce Resilience Platform.

Unlike legacy training that focuses on individuals and learning in isolation, Immersive Labs prepares both individuals and teams with exercises, labs, and simulations that test performance in realistic scenarios. We upskill teams with the most advanced cyber capabilities in the world, including reverse engineering, exploit development, cyber range technology, and malware analysis – and provide the data needed to prove customer cyber resilience.

3. Purchase Methods

3.1 Module Purchases

A module purchase provides limited access to specific areas of the Platform. At the time of publication of this Product and Services Guide, Immersive Labs offers six modules - the objectives and purchase methods for which are more particularly described in Section 4. The relevant licensing models for each of these modules are outlined in the associated areas below.

3.2 Enterprise Suite Purchases

The Enterprise Suite provides customers with access to all platform modules, except for Cyber Ranges. This comes in two forms:

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a) Cyber Workforce Resilience Package: Flexible adoption of key modules to reflect the size of the organization, subject to minimum requirements within each solution area.
b) Ultimate Cyber Workforce Resilience Package: Unrestricted (subject to fair use - e.g., a maximum number of 50,000 Authorized Users/assessments per annum) of Hands-on Labs and Organizational Exercising solution areas, and access to a Large Team Sim credit package.

4. Platform Solution Areas

The Immersive Labs platform comprises three main solution areas, with a selection of underlying modules within each of these. Each solution area plays a key role in helping drive the resilience of your entire organization, building upon one another in a complementary manner.

Solutions	Description	Module
Hands-On Labs	Highly technical labs that cover a huge range of cybersecurity topics, including offensive, defensive, cloud, and application security	CyberPro
		AppSec
		Candidate Screening
Technical Exercising	Responding to security threats requires a team effort – develop and benchmark team cyber skills using Technical Exercises	Cyber Team Sim
		Cyber Ranges
Organizational Exercising	Use organizational exercises to put your teams into dynamic crisis simulations which maximize executive training schedules.	Cyber Crisis Sim

4.1 Hands-On Labs

Learn from highly-technical labs that cover all aspects of cybersecurity, including offensive, defensive, cloud, and application security, along with governance, risk, and compliance. Use gamified techniques and master topics from security fundamentals to malware reverse engineering and advanced threat hunting. Granular reporting on performance data for both individuals and teams helps benchmark and prove cyber capabilities.

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Access to hands-on lab products such as CyberPro and AppSec is provided on a per-user basis. A single license provides a specified user with access to the relevant labs for the term specified in the Order Form. These may not be transferred or shared between users during the term.

The candidate screening product is also labs-based and is licensed on a per-assessment basis, where a package of assessments are allocated to be used over the term. One assessment is consumed for every lab that is assigned to a user.

CyberPro

CyberPro Labs is our comprehensive license for Hands-on Labs, covering a huge range of topics - from the fundamentals of cybersecurity to the most advanced areas. Equip your entire security team with the skills that they need, highlighting areas of comparative strength and weakness against industry standard frameworks such as MITRE ATT&CK

Key cybersecurity lab areas include (but are not limited to):

- Fundamentals
- Defensive Cyber
- Application Security
- Malware & Reverse Engineering
- Cyber Threat Intelligence
- Cloud Security
- Challenges & Scenarios
- Offensive Cyber
- Tools

Labs are written by industry leaders and our elite hackers to put users' knowledge to the test using hands-on challenges.

Labs may be based on real-time threat intelligence and give users hands-on experience with real-world attacks and how to defend against them.

AppSec

Application Security Labs are aimed at developers and application security engineers and teaches them how to code securely to mitigate the risk of a cyber breach. Cloud Security labs are included in the Application Security package, helping to equip developers with the skills they need to deploy securely to the cloud.

The Application Security Labs create a realistic development environment that gives users live code to identify, exploit, change, analyze, and validate security vulnerabilities. Once the user submits their revised code, the labs scan for vulnerabilities and detect bugs. The user must fix all detected bugs and redeploy the code to pass all functional checks before they can complete a lab.

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Candidate Screening

Candidate Screening helps organizations test applicants against the specific skills required for an open cybersecurity position. Immersive Labs' hands-on challenges enable remote testing of relevant technical abilities before advancing a candidate to the interview stage. Our labs simulate real-world scenarios, allowing organizations to test how well a candidate might perform on the job and under pressure.

Choose from a predefined selection of screening labs covering a wide range of topics, or create a custom assessment from any lab to which the hiring manager has access. These assessments may then be assigned to prospective candidates for completion.

Unlike other hands-on labs modules, candidate screening is purchased on a “per assessment” basis, with a single assessment allowing the playthrough of an assigned collection of labs by a potential candidate.

4.2 Organizational Exercising

Cyber Crisis Sim

Standard Crisis Sim

Stress test crisis decision-making with out-of-the-box and custom scenarios that deliver severe but plausible exercises from the C-suite to employees at all levels of the organization. Leverage simulations that reflect how real-life crises unfold. Browser-based to remove the logistical burdens of in-person exercises ideal for globally-dispersed teams. Reports track individual and team performance to prove readiness and enhance cyber crisis decision-making.

Custom Crisis Sim

Customers who purchase the Custom Crisis Sim package will have the ability to modify catalog scenarios or create new ones from scratch using the Cyber Crisis Sim content builder. This allows teams to run exercises that are fully tailored to their needs, offering an immersive and highly realistic experience.

For all purchase methods (both catalog-only and custom), a facilitator license is granted.

There is an overall maximum limit of 1,000 Authorized Users participating in any given exercise.

4.3 Technical Exercising

Cyber Team Sim

Highly technical response exercises that stress test SOC and incident response teams. Provides reporting with evidence of team capabilities against specific threat

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scenarios run on a pre-configured cyber range. Advanced users can also replicate their environment and tools using custom cyber ranges.

Managers within the platform can schedule Team Sim exercises from a catalog of pre-built scenarios after purchase.

Customers access Team Sim through a credit system. Groups of up to 10 users may work together to complete a specified scenario. Multiple groups may take part in the same exercise, with separate virtual environments created for each of these. One Team Sim credit is consumed for each group (of up to 10 users) playing through a single scenario.

Note: there is no carry-over of unused credits to subsequent years, and credits are always consumed in whole numbers (e.g. a group of 5 users would still consume 1 credit). Exercises may be run for a maximum of 5 days.

The number of credits within the applicable Licence Band (Small, Medium, Large, or Custom) will be specified in the Order Form, clearly showing the number of credits assigned per year and the total for the whole term.

Team Sim customers who also purchase Cyber Ranges may customize scenarios from the pre-existing catalog or create these from scratch to more closely meet their requirements.

Cyber Ranges

Immersive Labs Cyber Ranges with pre-configured range templates provide the fastest way for technical teams to create hyper-realistic representations of enterprise networks. Ranges enable high-value use cases like detection engineering, malware analysis, tool testing & validation, and research & development activities. Immersive Labs Cyber Ranges support a wide variety of out-of-the-box systems and software configurations and also enable the creation and deployment of custom Ranges.

Cyber Range customers who also purchase Team Sim may create custom exercises by modifying pre-existing scenarios, or creating these from scratch.

The maximum number of range resources (size of the range(s) based on the CPU/GB RAM (as maximum resources that may be allocated to a range at one time)) is limited by the selected package (Small, Medium, Large or Custom) the customer has purchased, details of which will be specified on the Order Form or quote.

5. Professional Services

The table below outlines the Professional Services that we offer, which will be described in further detail in the Professional Services Statement of Work, and will be confirmed in the Order Form.

Professional Service	Specification

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Standard Cyber Workforce Advisor	A designated shared Cyber Workforce Advisor (“CWA”) will be assigned to your organization to understand your business objectives and develop your organization's Cyber Workforce Resilience Strategy and help you mature over time. A standard advisor will be available for up to one working day per week, while a premium advisor is available up to four working days per week.
Premium Cyber Workforce Advisor	
Standard Cyber Skills Plan	Partner with a Cyber Security Skills Consultant to create a tailored Cyber Skills Plan for your chosen role, e.g. Security Analyst or Penetration Tester. This service tailors out-of-box career paths, including all operational levels within the role. Use this service output to upskill your targeted teams.
Premium Cyber Skills Plan	Partner with a Cyber Security Skills Consultant to create a fully customized Cyber Skills Plan for your chosen role, e.g. Security Analyst or Penetration Tester. This service includes all operational levels within the role. Use this service output to upskill your targeted teams.
Cyber Capability Assessment	An Immersive Labs Cyber Security Skills Consultant will engage with you to understand the key insights and skill indicators you would like to know about your team’s capabilities. After working with you to define clear skill areas and desired outcomes, our expert will select a set of curated labs that will assess these skills while unlocking critical insights about your team’s capabilities. Using a selection of labs to engage your team and assess their capabilities will accelerate your journey to Cyber Workforce Resilience maturity by: ● Identifying high-priority opportunities for risk reduction through skills development. ● Creating early momentum with Immersive Labs Platform adoption. ● Driving measurable progress against clearly defined goals and objectives. A Cyber Capability Assessment will be for one role and will be using a Custom Collection of Labs for Targeted Assessment (e.g. Aligned with MITRE ATT&CK). A Cyber Capability Assessment can be followed up with additional professional services such as Cyber Skills Plans.
Standard Crisis Sim Service	An Immersive Labs Crisis Sim Consultant will partner with you to understand your crisis exercising strategy and aims. They will guide you through a process to create a critical yet plausible crisis scenario based on specific risks and challenges your organization will likely face during a crisis. Your Consultant will help refine your scenario and facilitate exercise delivery.
Premium Crisis Sim Service	An Immersive Labs Crisis Sim Consultant will partner with you and guide you through a process to create a severe yet

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	plausible, fully bespoke crisis scenario within the Platform. Your crisis scenario will be built from scratch and will be bespoke to your organization.
Advanced Cyber Crisis Sim Consulting	Partner with a Crisis Sim Consultant to provide expert advice on the rollout of Cyber Crisis Sim to support your exercising strategy within your organization over the course of 5 non-consecutive hours.
Curated Event	Partner with a Cyber Security Skills Consultant to construct a custom event. Event support will be provided throughout the event, including event facilitation and end-user support while the event is in progress.
API Consulting	An Immersive Labs API Consultant will work alongside your team in a 5-hour consultation to provide the guidance and expertise required to identify and deliver an API integration solution (owned and stored in your environment), enabling a single-direction data to feed into your tool or environment. Creating seamless integration points between the Immersive Labs Platform and your existing systems will optimize your Cyber Workforce Resilience efforts by: ● Improving user adoption of the Immersive Labs Platform. ● Providing data to your internal analytics tooling to improve your actionable decision-making capabilities. ● Reducing complexity and resource overhead for Cyber Workforce Resilience and learning platform administrators.

These Professional Services do not currently apply to Team Sim or Ranges products or services.

Professional Services shall only be provided during the term of the contract, and no Professional Services may be carried forwards, credited, or refunded if not used during the term.

6. Service Availability

The Immersive Labs Platform is designed to be available 24 hours a day, 7 days a week, 365 days a year.

Immersive Labs uses reasonable commercial endeavors to operate a target minimum service availability of 99.5% uptime. We monitor the uptime of our services using a third-party company that generates alerts in the event the site is unavailable. We use a third-party monitoring tool (Uptime Robot) to generate reports, alerts, and dashboards for the uptime of our application.

For the avoidance of doubt, Immersive Labs does not offer service credits.

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You are required to provide any software or hardware that is necessary for you or your users to gain access to the Immersive Labs Platform (including enabling any whitelists that may be required) and your network and systems must comply with the minimum system specification, a copy of which Is published at www.Immersivelabs.com/legal.

You will ensure that we have the right to access and interoperate with your network and systems to the extent necessary to deliver any integration or any single sign-on as specified in any Order Form and will be responsible for obtaining and paying for any licenses required to achieve the same.

7. Customer Support

Immersive Labs provides support for both the web application and underlying content served in the platform. We maintain an online support function through the following email address: support@immersivelabs.com.

Immersive Labs monitors the support inbox and aims to respond to queries in accordance with the Response Targets set out in the table below.

Working hours are 09.00 to 17.30 GMT/BST/EST Monday to Friday (excluding UK bank and US public holidays) (as applicable).

In the event you or your Authorized Users experience a fault with the Platform, please report it as soon as possible to support@immersivelabs.com.

Immersive Labs uses four tiers of incident depending on the scale and severity of the issue and has target response and resolution times for each priority level (which will apply during working hours only).

Where development work is required, the target resolution times may be extended. We will attempt to achieve the target response and resolution times across each priority level once we have classified the incident. To the extent this cannot be achieved, the Supplier shall use its reasonable commercial endeavours to resolve the incident promptly or provide the Customer with an alternative means of accomplishing the desired performance, such correction being the Customer's sole and exclusive remedy.

	Description	Reporting method	Response target
Priority 1	The production system is unavailable for all users.	Immersive Labs notified via uptime monitor.	Support team working inside and outside of working hours until resolved.
Priority 2	Multiple users cannot access multiple labs.	Notification to support@immersivelabs.com	Investigated inside working hours with a 0.5-day target to resolve.

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Priority 3	A single user cannot access multiple labs.	Notification to support@immersivelabs.com	Investigated inside working hours with a 1-day target to resolve.
Priority 4	A single user cannot access a single lab.	Notification to support@immersivelabs.com	Investigated inside working hours with a 5-day target to resolve.

8. Complaints

Complaints with Immersive Labs' support services should be addressed to the Immersive Labs account manager or to support@immersivelabs.com who will then forward the complaint to our Sales and Commercial Manager.

9. Changes

The Immersive Labs Platform is provided as a software-as-a-service solution. Therefore, we may make changes (including procedural and functionality changes) without prior notice. If these changes result in a material degradation to the performance, accessibility, or available functionality, you may write to us and raise a query with your account manager or by emailing support@ immersivelabs.com. We reserve the right to add, amend and discontinue features and modules from time to time. Where this occurs, we'll endeavor to notify you where practical.

We may modify this Product and Services Guide at any time by posting a revised version on our website at www.immersivelabs.com/legal or by otherwise notifying you. All modified terms will become effective upon posting or as otherwise stated in the notice. By continuing to use the Platform after that date, you agree to be bound by the modified terms and conditions.

Subject to the terms of the Master Services Agreement/EULA, we shall be entitled to increase the Fees at the start of each renewal term upon reasonable notice (for example if we have made changes to packaging and features during the term).

10. Additional Terms

This Products and Services Guide should be read in conjunction with any of the Supplier's terms and conditions shown on the Platform or at www.immersivelabs.com/legal from time to time including, but not limited to, acceptable use and website terms of use policies which you and your Authorized Users shall comply with at all times when using the Platforms and you agree that we may suspend or terminate the services for a breach of such terms.

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Where applicable, the Professional Services Statement of Work (available at www.immersivelabs.com/legal from time to time) forms part of and is incorporated by reference into, this Products and Services Guide.

11. Disclaimers

Immersive Labs is not responsible for any delays, delivery failures, or other loss or damage resulting from the transfer of data over communications networks and facilities, including the internet and Immersive Labs does not warrant that your use of the Platform will be uninterrupted or error-free.

Immersive Labs does not warrant that the services, this guide, and/or information obtained by you through the services will meet any outcomes or results or your requirements and any reliance on any opinion, statement or other information is at your sole risk.

The products and services (including the platform and any professional services) are provided by Immersive Labs to you for internal training and educational purposes only and shall not be taken to be advice; we do not accept any responsibility to any party for the use of the products and services for any purpose other than such training or educational purposes.

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