

Premium Support Services Packages

When you first become an IDERA customer, our goal is to keep it that way. That's why we go beyond the typical technical support offerings and give you three flexible support services options, each suited to the needs of different kinds of organizations. These packages support small companies, global organizations with operations around the world, and even IT shops with limited resources that could use a few extra hands to ensure our product(s) are running optimally. Choose from any of the three packages below to suit your environment needs:

STANDARD SUPPORT PACKAGE

- 24x7 support for critical issues
- Unlimited support cases per year
- Phone, email, and online chat support channels
- Product upgrades with new feature enhancements
- Case reporting and management via web-based Customer Portal
- Access to comprehensive knowledge center – FAQs, "How-To's," and Best Practices

GOLD SUPPORT PACKAGE

All the offerings of the Standard Support Package **PLUS...**

- Membership in Early Product Evaluation Programs
Automatic entry into programs to test-drive new product versions while they are still in the development process. Give feedback to influence new feature development before product is released to the public.
- 6-month license of another select IDERA product
- Technical Premium Support Services hours (see chart)

PLATINUM SUPPORT PACKAGE

All the offerings of the Standard & Gold Support Packages **PLUS...**

- More Technical Premium Support Services hours than the Gold package
- Environment Setup Reviews – IDERA technical staff will review product configurations and usage and provide a written summary of areas for improvement based on Idera best practices.
- Priority service through an exclusive Support phone line answered 24x7
- A Technical Account Manager available to your organization
- Disaster recovery licenses included 1:1 ratio Prod/DR

TECHNICAL PREMIUM SUPPORT SERVICES

Installation

- Environment discovery
- Installation plan development
- Perform installation (if requested)
- Assistance with product upgrades & migrations

Configuration

- Needs Assessment: alerts, reports, counters, scripts, etc.
- Customize configuration plan
- Implement customizations

Training

- Introductory & specialized product training
- Upgrade training (including new feature focus)
- Follow-up training

Support Packages Comparison Chart

Support Service	Standard	Gold	Platinum
24x7 support for critical issues	●	●	●
Unlimited support cases per year	●	●	●
Phone, email and online chat support channels	●	●	●
Case reporting and management via web-based Customer Portal	●	●	●
Access to comprehensive online knowledge center (FAQs, "How-To's" and Best Practices)	●	●	●
Membership in Early Product Evaluation Programs		●	●
Technical Premium Support Services hours (Training, Customizations, Migration/Upgrade Assistance)		●	●
6-month license of another select IDERA product		●	●
Environment Setup Reviews by IDERA technical experts			●
Priority service through an exclusive 24x7 Support Phone Line			●
Technical Account Manager			●
Disaster recovery licenses included 1:1 ratio Prod/DR			●