

# Premium Support Service Packages

When you first become an Uptime Infrastructure Monitor 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 and email 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
- For Uptime Infrastructure Monitor plug-in technical support customers need to purchase the separate Basic Uptime Infrastructure Monitor Plug-in Support Package. Plug-in support is not provided in either the Standard, Gold, or Platinum support packages

## 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.
- Technical Premium Support Services hours including:



## PLATINUM SUPPORT PACKAGE

### All the offerings available in the Standard and Gold Support Packages PLUS...

- Additional Technical Premium Support Services hours beyond those offered in Gold package
- Environment Setup Reviews – Uptime Infrastructure Monitor 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

# Support Packages Comparison Chart

Support Service	Standard	Gold	Platinum
24x7 Support for critical issues	●	●	●
Unlimited support cases per year	●	●	●
Phone and email 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)		●	●
Environment Setup Reviews by IDERA technical experts			●
Priority service through an exclusive 24x7 Support Phone Line			●
Technical Account Manager			●

For more information on these packages, please contact:

Email: [sales@idera.com](mailto:sales@idera.com)

Phone: **1.877.GO.IDERA** (713.523.4433)