

Idera SQL Support Plans

When you join the IDERA family, we're here to make sure you stay satisfied every step of the way. That's why we're committed to providing you with world-class customer support you can always count on.

TOP PLATINUM BENEFITS



Priority email and phone line support



Automatic escalation to Platinum Support Engineering staff



Exclusive Technical Platinum Support Services

| Support Scope | Standard | Platinum |
|--|----------|----------|
| Case reporting and management via web-based Customer Portal | ● | ● |
| Access to product upgrades including new features, improvements and bug fixes | ● | ● |
| Access to Idera's AI Documentation Assistant and comprehensive online knowledge center | ● | ● |
| Priority email and phone support | | ● |
| Automatic escalation to Premium Support Engineering team | | ● |
| Exclusive access to preview product releases | | ● |
| Premium Technical Support Assistance with training, configurations and upgrades* | | ● |
| Request remote sessions with screen sharing | | ● |
| Roadmap and strategy briefings with the Product team once per quarter on request | | ● |
| Direct access to a Customer Success Manager on request | | ● |
| Priority consideration for product enhancement requests | | ● |
| 6-month license of another select Idera product. | | ● |

* Not to exceed 1 hour per \$2K USD of annual premium support spend