

SUPPORT

Maximize the value of Cloud-technology with 24x7 access to the best Certified Experts

Get the right support team, backing your organization

As you progress on your cloud journey, business applications and services need special attention and care. The demand for support in a cloud context differs significantly from traditional IT. Make sure you have the right team on your side.

The Cloud is a new domain, and it requires deep technical understanding of code, data, logging, security, performance and metrics. CLOUDEON has highly skilled experts to ensure effective support and problem solving.

Why CLOUDEON Support

Cloud Expertise and Insurance - With CLOUDEON support, your organization is guaranteed response times when any issue arises, and can feel confident, that your organization is backed by experts working round the clock to get you back in business.

Business Uptime - Every minute counts when your business is down. Having a team of experts backing your own team, minimizes your downtime.

With you all the way - CLOUDEON is committed to helping your organization succeed, and we do not rest until your support case is solved. No matter what is to blame for issues (developers, operators, or your cloud vendor) we help you get back to business.

KEY FEATURES

24x7 Technical Support (8x5 Essential) ensures your company access to skilled support engineers.

Guaranteed Initial Response Time of down to 15 minutes to ensure accelerated problem solving.

Escalation to Cloud vendor support organization and continuous work until a problem has been resolved.

Guidance to validate architecture based on Cloud best practices.

Cloud Cost Guidance ensures your cloud cost does not get out of hand.

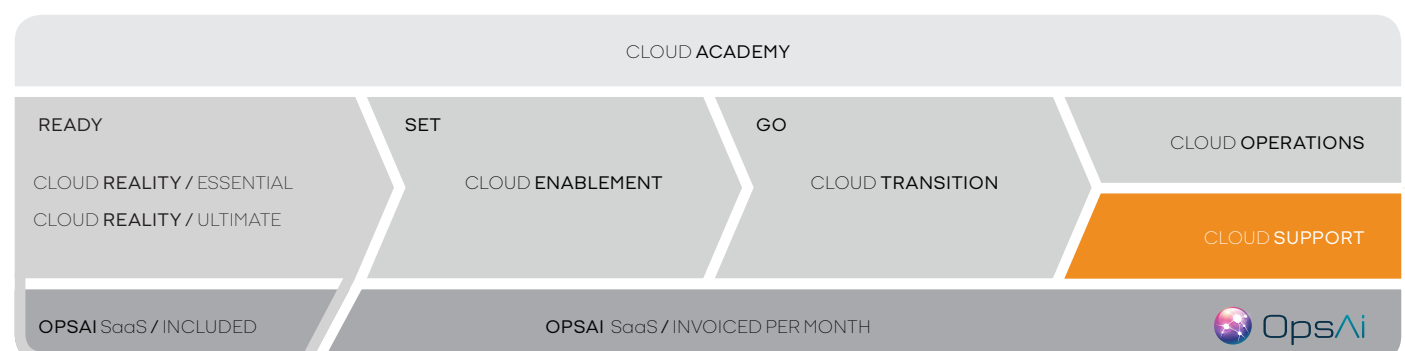
Support is backed by partner agreements, ensuring not only CLOUDEONs resources, but also direct escalation to the vendors

Monthly incident reporting to give detailed insight into your incidents.

Quarterly status meetings to review your incidents, service health and adjust accordingly.

Dedicated Cloud resource to advise on Cloud architecture.

Ready, Set, Go - the full Cloud Journey



CLOUD SUPPORT SERVICE

No matter how you use the Cloud, the CLOUDEON support plans provide you with the best available expertise to increase your productivity, reduce your business costs, and accelerate your application development.

CLOUD SUPPORT PLAN	ESSENTIAL	ADVANCED	ULTIMATE
Best for	Non production workload environments	Business-critical production environments	Business Critical production environments spanning multiple products
Range of Support	Cloud	Cloud	Cloud, hybrid, and on-premises ^[1]
Support Hours	Business hours access to Support Engineers via email	24x7 access to Support Engineers via email and phone	24x7 access to Support Engineers via email and phone
Support Delivery	Remote	Remote	Remote and on-site ^[1]
Case Severity/ Initial Response Times	Severity A < 2 Hours Severity B < 4 Hours Severity C < 8 Hours	Severity A < 1 Hours Severity B < 2 Hours Severity C < 4 Hours	Severity 1 < 15 Min. [With Rapid Response] Severity A < 1 Hour Severity B < 2 Hours Severity C < 4 Hours
Maximum Severity	A	A	1
Reactive Problem Resolution	✓	✓	✓
Cloud Cost Optimization Guidance	✓	✓	✓
Support Escalation to Cloud Vendor	✓	✓	✓
Third-Party Software Troubleshooting	-	-	✓
Technical Onboarding Manager [TOM]	Pooled	Pooled	Designated
Taskforce & Escalation	-	-	✓
Architecture Support	-	-	Customer specific architectural support, delivered by Cloud Specialists
Support hours per year *	85	170	270

* Extra hours will be invoiced according to agreement with customer. Remaining hours on support agreements will not be credited, nor can they be transferred to new support period.

[1] On-premise Support requires add-on packages (extra cost), and comes with additional travel cost, if customer location is more than 10 km from nearest CLOUDEON location.

At CLOUDEON we enable organizations, no matter the size, to unlock the power of technology and bring ideas to life, at the speed of business. Our vision is to be the most innovative cloud company of the 21st century by driving the transition to digital solutions.