# Matillion Support
## Matillion's Support team is committed to your success

All subscriptions include a Support level that provides easy access to our highly qualified technical resources for issue resolution.  For more comprehensive needs, Matillion offers Premium Support levels.  With Matillion's Premium Support services you will have the peace of mind that your team can be productive and efficient while delivering critical data on time and round the clock access for rapid critical issue assistance. Matillion offers two different levels of Premium Support — Mission Critical and Mission Critical Plus — to provide you with the right level of support to fit your needs.

| 24x7 Critical Issue Response | Accelerated Response | Expert Support Team | Proactive Engagement |
| --- | --- | --- | --- |

|  |  | Standard | Mission Critical | Mission Critical Plus |
| --- | --- | --- | --- | --- |
| **Assigned Resources** | Premium Support Team |  | ✓ | ✓ |
|  | Technical Account Manager |  |  | ✓ |
| **Support Features** | Support hours | 8x5 | 12x5 | 24x5 |
|  | Customer Support Contacts | 4 | 8 | 20 |
|  | 24x7 Support Portal | ✓ | ✓ | ✓ |
|  | 24x7 Critical Support (Prio-1) |  | ✓ | ✓ |
|  | Accelerated Response Time |  | ✓ | ✓ |
|  | Expert Sessions /yr |  | 2 | 4 |
|  | Support Service Reviews /yr |  | 1 | 2 |
| **Advanced Features** | Proactive Case Monitoring |  |  | ✓ |
|  | Developer Support |  |  | ✓ |
|  | Health Assessment |  |  | ✓ |
|  | Release Guidance |  |  | ✓ |
|  | Escalation Management |  |  | ✓ |
|  | Weekend Support /yr |  |  | 2 |
| **Cost** |  | Included | Premium | Premium |

# Response Targets

| Case Priority & Definition | Standard | Mission Critical | Mission Critical Plus |
|---|---|---|---|
| **Priority 1: Critical** <br> Core business function down or potential loss of mission critical data. | 2 hours <br> (Business) | 1 hour <br> (24x7) | 1 hour <br> (24x7) |
| **Priority 2: Urgent** <br> Major feature or workflow is not functioning without an available workaround. | 8 hours <br> (Business) | 4 hours <br> (Business) | 2 hours <br> (Global business) |
| **Priority 3: Important** <br> Normal usability or task completion is impacted but functional or workaround is available. | 2 days <br> (Business) | 1 day <br> (Business) | 6 hours <br> (Global business) |
| **Priority 4: Minor** <br> Minor business impact, enhancement request, and how-to questions. | 5 days <br> (Business) | 4 days <br> (Business) | 2 days <br> (Global business) |

# Support Business Hours

Priority 2-4 | Monday - Friday

| Region | Standard | Mission Critical | Mission Critical Plus |
|---|---|---|---|
| North America | 7am-5pm MT | 7am-7pm MT | **Global Business |
| Europe, Middle East & Africa | 9am-5pm GMT | 7am-7pm GMT | **Global Business |
| Asia Pacific | 9am-5pm AEST | 7am-7pm AEST | **Global Business |

*Except for posted Holidays (US/UK)

**Global business hours (24x5): Monday 9:00 AM Eastern Australia – Friday 5:00 PM US Mountain time

# Assigned Resources

**Premium Support Team**
Designated team of senior technical support experts, with product and mission-critical use case experience to drive resolution. Our Premium Support Team will coordinate your Expert Sessions, manage escalations, and perform service reviews.

**Technical Account Manager (TAM)**
Assigned technical expert to coordinate Support activities. Provides best-practice recommendations to anticipate and prevent issues. Coordinates assistance across Matillion and provides proactive product guidance. Monitors Cases, and conducts periodic status calls. Delivers expert sessions, health assessments, and Support services reviews.

# Support Features

**Customer Support Contacts**
Designated, trained contacts in your organization who are able to submit Cases and work with our experts.

**24x7 Support Portal Access**
Matillion Support Portal where you can take advantage of all the self-service features, knowledge articles, community discussions, and Case management features.
https://support.matillion.com

**24x7 Critical Support**
Peace of mind with our round-the-clock, 1-hour response on Priority-1 Cases from our knowledgeable support staff.

**Accelerated Response Times**
First Case response times are accelerated for our MCS customers. Prio-1 and Prio-2 responses in half the time (see Response Targets table)..

**Expert Sessions**
30-minute scheduled in-depth sessions with technical experts to provide best practices for getting maximum value from Matillion. First Year: Additional sessions to ensure success.

**Support Service Review**
Support service report or Case review, with key performance reports to optimize the value of your Matillion Support service. Can be delivered in a report or a live session. First Year: Welcome and service orientation.

# Advanced Features

**Proactive Case Monitoring**
Our assigned premium team along with your Technical Account Manager will actively monitor open cases and take proactive actions to ensure timely resolution.

**Developer Support**
Development troubleshooting, best practices, and coding examples during scheduled sessions

**Health Assessment**
To ensure you are running in top shape we'll perform a health analysis of your environment. We'll optimize perform and make recommendations based on best practices.

**Release Guidance**
Assistance in planning releases and scheduling of new development projects along with guidance and preparation for Matillion ETL upgrades.

**Escalation Management**
Technical Account Manager will have oversight to all your open Cases to help prioritize and manage issue revolution.

**Weekend Support**
With 2-weeks advance notice, our on-call experts will provide support for Priority-1 and Priority-2 issues during two weekends per year.

To learn more about Matillion's premium Support offerings, please contact sales@matillion.com