MATILLION

Mission Critical Support

Matillion's Mission Critical Support team is committed to your success

"Excellent technical support; is willing to assist 24/7 and provide meaningful resolution..."

To run your business, you need to feel secure that your team can be productive and efficient while delivering critical data on time. Matillion's Mission Critical Support (MCS) provides the peace of mind that comes with knowing you will always have access to a highly qualified support team when you need them most.

24x7 Critical Issue Response

Accelerated Response Times

Expert Support Team

Proactive Engagement

Support Features	Standard	Mission Critical
Support Business Hours	5x8	5x12
24x7 Support Portal Access	✓	✓
Premium Support Team		✓
24x7 Critical Support		✓
Accelerated Response Times		✓
Expert Sessions /yr.		2
Support Service Reviews /yr.		1
Customer Support Contacts	4	8
Included with	Subscription	$

Support Business Hours	Standard	Mission Critical
North America	7am–5pm MT	7am–7pm MT
Europe, Middle East & Africa	9am–5pm GMT	7am–7pm GMT
Asia Pacific	9am–5pm AEST	7am–7pm AEST

*Except for posted Holidays (US/UK)

24x7 Support Portal Access

On-demand access to the 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

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.

24x7 Critical Support

Peace of mind with our round-the-clock, 1-hour response on Severity-1 Cases from our knowledgeable support staff.

Accelerated Response Times

First Case response times are accelerated for MCS customers. Sev-1 and Sev-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 your Matillion investment. First Year: Additional sessions to ensure success.

Support Service Reviews

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.

Customer Support Contacts

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

Matillion Support Response Targets

Case Severity & Definition	Standard	Mission Critical
Sev 1: Critical (Production down) Core business function down or potential loss of mission critical data	**2 hours** (business) *(SaaS 24x7)	**1 hour** (24x7)
Sev 2: Urgent Major feature or workflow is not functioning, and majority of user community is blocked	**8 hours** (business)	**4 hours** (business)
Sev 3: Important Normal usability or task completion impact but functional or workaround is available	**2 days** (business)	**1 day** (business)
Sev 4: Minor Minor business impact, enhancement request, and how-to questions	**5 days** (business)	**4 days** (business)

*Matillion Data Loader (SaaS): Service Level Target is within 2 hours, 24x7 for Severity-1 Cases

**Achievement goal 90%