

SnowMirror Support Levels



Type of services: We offer three versions of SnowMirror to suit different company sizes – **Lite**, **Enterprise** and **Cluster**. We also offer three levels of support to match your operational requirements – **Silver**, **Gold**, and **Platinum**. Details of each support level are summarized below:

| | <i>Silver</i> | <i>Gold</i> | <i>Platinum</i> |
|--|--------------------|------------------------------------|------------------------------------|
| Availability | 8/5* | 8/5* | 24/7 |
| Reaction time: Blocker | Next business day* | Within 2 hours | Within 1 hour |
| Reaction time: Critical task | Next business day* | Within 4 hours | Within 2 hours |
| Reaction time: Other problem | Next business day* | Next business day* | Next business day* |
| Phone support | N.A. | N.A. | yes |
| Development escalation priority | N.A. | N.A. | yes |
| Queue priority | N.A. | N.A. | yes |
| Price (Lite) | Included | Available for 7500 USD/year | |
| Price (Enterprise) | | Included | Available for 7500 USD/year |
| Price (Cluster) | | | Included |

*Business day = 9am to 5pm; GMT+1/GMT+2 summer time; except Czech public holidays
N.A. = not available

Blocker: The defect affects the whole system and the failure causes issues in other critical systems. It does not have a workaround. *Example: SnowMirror crashed and it is unable to start, critical reporting is impacted.*

Critical: The defect affects critical functionality or critical data. It does not have a workaround. *Example: Several synchronizations failed for an unknown reason and the data-loss is affecting critical reporting.*

Major: The defect affects major functionality or major data. It has a workaround but is not obvious and is difficult. *Example: A single synchronization failed and the reporting is impacted.*

Minor: Rest of the incidents.