

SnowMirror Support Levels

Type of services:

We offer two 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:

	Silver	Gold	Platinum
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 hour
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.