

SnowMirror Support Levels

SnowMirror offers three distinct product editions tailored to meet the needs of businesses of all sizes. Each edition - Silver, Gold, and Platinum - comes with built-in support. You can choose the edition that best fits your requirements. A summary of the support features for each level is provided below.

Feature	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 hours
Reaction time: Another 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	N.A.	
Price (Enterprise, Pro)		Included	Available for 990 USD/month
Price (Cluster, Max)			Included

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

Blocker: The defect causes a complete system failure and affects other critical dependent systems. No workaround is currently available.

Example: SnowMirror crashed and cannot be restarted, resulting in the disruption of essential reporting functions.

Critical: The defect affects critical functionality or involves the loss or corruption of critical data. No workaround is currently available.

Example: Multiple synchronizations have failed for unknown reasons, resulting in data loss that impacts essential reporting.

Major: The defect affects major functionality or results in issues with significant data. A workaround exists but may be complex, unclear, or require additional effort to implement.

Example: A single synchronization has failed, leading to incomplete data and impacting reporting.

Minor: The defect has a limited impact and does not affect critical or major functionality or data. Typically, these issues have an easy workaround or minimal user impact.

Example: Minor UI inconsistencies or delays that do not disrupt core operations.