

# Exalate Premier Support Option

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**Exalate Premier Support Option** is a set of services with the aim to provide higher SLAs, shorter resolution time, optimized escalation paths, and additional services allowing you to insert the solution in your enterprise IT landscape.

With one fixed price you get access to the following components.

**Note:** Please contact [sales@exalate.com](mailto:sales@exalate.com) to get more information on the option.

## Dedicated People in Support and Customer Success Who Know your Environment

- **Dedicated customer success manager**

The customer success manager brings your message directly to the support and product teams and communicates your requirements.

- **Dedicated support engineer**

The support engineer handles all your incoming tickets with higher priority, with the objective to reduce the time to resolution.

- **Sync Meetings**

2-3 times a week to discuss the set-up during 1-2 months (depending on the use case)

- **Solution assistance**

The solution assistance helps answer questions and provides implementation suggestions during 2-hour live sessions.

The package includes 4 sessions but additional sessions can be ordered.

The component is called **assistance** as the configuration is performed by your team.

**Note:** Implementation projects can be contracted separately and we strongly suggest reaching out to any of [our partners](#).

- **Direct access to our support team through Slack**

Communicate directly with the team through a Slack channel - either a shared connection or guest account through the Slack app or through the web.

# Higher Service Level Agreement

- Shorter initial response times depending on criticality (GTI) during service hours.

Criticality	Time for initial response	Get an update every
<b>P1</b> Production application is down or major malfunction affecting business and a high number of staff	2h	4h
<b>P2</b> Serious degradation of application performance or functionality	4h	8h
<b>P3</b> Application issue that has a moderate impact on the business	8h	16h
<b>P4</b> Issue or question with limited business impact	24h	48h

**Note:** The update frequency is when you can expect a progress report on the resolution of the incident. These progress reports are provided during service hours.

- Service hours are:

London	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Brussels	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	0
Kyiv	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	0	1
New York	19	20	21	22	23	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
SFO	16	17	18	19	20	21	22	23	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Sydney	11	12	13	14	15	16	17	18	19	20	21	22	23	0	1	2	3	4	5	6	7	8	9	10
New Delhi	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	0	1	2	3	4
Shanghai	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	0	1	2	3	4	5	6	7	8

P1 SLA only

All Incidents

## Exalate Cloud Infrastructure Enhancements

**Note:** On top of Premier Support, you can purchase the Exalate Cloud Infrastructure

Enhancements for any of your cloud-hosted nodes.

We will provide:

- **A Three-fold infrastructure on Exalate-cloud**

As Exalate is single-tenant and dedicated to a specific tracker, the need exists to have multiple nodes allowing for proper change management. With the three-fold infrastructure, you get access to 3 nodes per tracker.

- A production node
- A node for UAT
- A node for Development

- **Proactive monitoring and alerting**

Exalate cloud will raise monitoring events by email in case the production nodes encounter one of these situations:

- A node goes down
- Sync Event / Sync Request queue exceeds the **number** of entries
- Sync Event is waiting for a response for a long time
- Errors are raised

- **Pinning of versions**

Your instance won't be upgraded unless you request this upgrade.

**Important:** the Exalate node software lifetime of a version is explicitly capped at 2 years.

- **Enhanced resource profiles**

Every standard node runs against a resourcing profile allowing a number of syncs. With the enhanced resourcing profiles, it is possible to enlarge the profile envelope allowing a larger number of syncs and messages.

- **Custom Git Repository**

With [external scripts](#), it is possible to

- share scripts among different connections
- use a Git repository to version the scripts (and include some basic governance and control on what is used and what is not)
- use an IDE to build the synchronization logic.

Standard nodes are using a common repository containing a basic set of external scripts. With the custom Git Repository, it is possible to specify on a per-node basis what repository and branch should be included.

A typical configuration would use the master branch for the production node, a release branch for the staging, and the development branch for the development node.

These repos are fetched every 15 minutes. The repo needs to be accessible through the internet (like on GitHub or bitbucket) and read-only credentials will have to be shared.

This configuration can be requested by [raising a ticket](#).

## ON THIS PAGE

[Dedicated People in Support and Customer Success](#)

### Product

[Who Knows your Environment](#)

[About Us](#)

[Release Service Level Agreement](#)

[Glossary](#)

[Exalate Cloud Infrastructure Enhancements](#)

[API Reference](#)

[Security](#)

[Pricing and Licensing](#)

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