Exalate Enterprise Plan

Exalate Enterprise Plan is a set of services with the aim of providing higher SLAs, shorter resolution times, optimized escalation paths, and additional services allowing you to insert the solution in your enterprise IT landscape.

Exalate Priority Support

Exalate Priority Support is a set of services with the aim of providing higher SLAs, shorter resolution times, optimized escalation paths, and additional services allowing you to insert the solution in your enterprise IT landscape.

> Please contact sales@exalate.com to get more information.

Dedicated People in Support and Customer Success Who Know Your Environment

Enterprise SLA

- 2x faster SLA, shorter resolution time & optimized escalation paths.

Dedicated Customer Success Manager

- Communicates your requirements directly to support and product teams.

Dedicated Support Engineer

- The support agent handles your incoming tickets with higher priority, reducing resolution time.

Direct Access to Your Exalate Team

- Communicate directly with the Exalate team through a Slack or Microsoft Teams channel.

Higher Service Level Agreement

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

Exalate's business hours are Monday - Friday:
- 6AM CET to 12 AM CET *(18 hours in total)*
- 12AM EST to 6 PM EST *(18 hours in total)*

P1 issues have a 24/7 support guarantee.

Criticality	Time for initial response	Get an update every
P1 Application down due to Supplier-owned infrastructure components such as database, network, compute environment, or permanent file storage, which impacts the normal operation of the integration.	2h	4h
P2 Serious degradation of application performance or functionality	4h	12h
P3 Application issue that has a moderate impact on the business	8h	16h
P4 Issue or question with limited business impact	24h	24h

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

	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
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

Other Services

On top of Priority Support, you can also consider Booster and Safeguard Packages.

Booster Package

For Large or Extra-Large Synchronization Load Handling & Catering, Strict Compliance Rules

Enlarging Resource Profile

- Manage high-load operations and execute more synchronizations per minute, ensuring smoother and faster workflow.

Extra Disc Space

- Enable the storage of larger attachment files and more extensive logs, facilitating better data analysis and smoother operation of integrated systems.

Learn more about the Booster Package here.

Safeguard Package

Version Pin

- No automatic upgrade of your production environment to the latest version before you validate it on your side.

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

Sandbox

- Secure, isolated environments for testing new features.

Git Repository

- Allows you to manage all your scripts from an external Git repository

It allows 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.

More details available here.
This configuration can be requested by raising a ticket.

Dedicated Status Page

- Real-time visibility into Cloud performance & alerts.

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

Product

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