# ⟳Skytap®
# Support Offerings

**Skytap provides you with the support level best-suited to your business requirements at each stage of your Skytap journey. Plans are designed to scale with your business as you increase cloud adoption and plan for future use cases. Choose from Standard, Developer, Enterprise or Platinum.**

Standard Support is included with your Skytap subscription. Developer Support is the minimum recommended support level for production workloads in Skytap. Enterprise Support is for those who develop, manage, and deploy business critical workloads and includes a Customer Success Manager who is intimately aware of your business needs and challenges, and works closely with our technical support teams to manage open tickets and feature requests.

Platinum Support takes Enterprise Support a step further with access to a Skytap Cloud Solutions Architect to assist with cloud migration and workload optimization reviews and a Technical Account Manager to develop a technical success plan aligned to your business objectives. Skytap Support will provide extensive interoperability, configuration guidance, and OS level troubleshooting. Platinum Support SLAs also assume 24x7x365 for all technical inquiries, regardless of severity.

| Standard | Developer | Enterprise | Platinum |
|---|---|---|---|
| Essential Technical support for Skytap | Recommended minimum support level for production workloads | Highly recommended support tier for business-critical production workloads | Appended consultative support for production workloads |
| Included with subscription | Greater of $250 or 5% of monthly charges (up to $5,000) | Greater of $1,000 or 7% of monthly charges (up to $15,000) | Greater of $5,000 or 10% of monthly charges (up to $30,000)<br><br>Includes Technical Account Manager |
| Email support only<br><br><24 hr. response time<br><br>Support hours: Sunday 4:00pm PT - Friday 6:00pm PT | Email and phone support<br><br><30 min. response on Severity 1 tickets (24x7x365)<br><br><4 business hr. response on Severity 2 tickets<br><br><24 business hr. response on Severity 3 and 4 tickets | Email and phone support<br><br><30 min. response on Severity 1 tickets (24x7x365)<br><br><2 business hr. response on Severity 2 tickets (24x7x365)<br><br><24 business hr. response on Severity 3 and 4 tickets | Email and phone support<br><br><30 min. response on Severity 1 tickets (24x7x365)<br><br><1 hr. response on Severity 2 tickets (24x7x365)<br><br><4 hr. response on Severity 3 tickets (24x7x365)<br><br><24 hr. response on Severity 4 tickets (24x7x365)<br><br>Up to 40 hrs. per year of best practices and consulting services. Up to 8 hrs. per month of solution architecture guidance. |

Ready to learn more about Skytap Support offerings?  **CONTACT US**