



A Kyndryl Company

Support Offerings

Skytap is here to support your success. All Skytap subscriptions include Standard Support. We also offer three levels of paid premium support (Developer, Enterprise, Platinum) to ensure you receive the level of support best suited to your business needs. Developer Support is the minimum recommended support level for running production workloads in Skytap. Enterprise Support is recommended for those who develop, manage, and deploy workloads. Platinum Support goes beyond Enterprise Support with cloud solution architecture guidance and access to a Technical Account Manager. Learn more about the four levels of Support below.

	PLATINUM	ENTERPRISE	DEVELOPER	STANDARD
SUPPORT HOURS	24x7x365	Sun. 4:00PM PT - Fri. 6:00PM PT	Sun. 4:00PM PT - Fri. 6:00PM PT	Sun. 4:00PM PT - Fri. 6:00PM PT
RESPONSE TIMES	Urgent (Severity 1) < 30 min High (Severity 2) < 1 hour Normal (Severity 3) < 4 hours Low (Severity 4) < 24 hours	Urgent (Severity 1) < 30 min (24x7x365) High (Severity 2) < 2 hours (24x7x365) During Support Hours: Normal (Severity 3) < 24 hours Low (Severity 4) < 24 hours	Urgent (Severity 1) < 30 min (24x7x365) During Support Hours: High (Severity 2) < 4 hours Normal (Severity 3) < 24 hours Low (Severity 4) < 24 hours	< 24 Hours
PRICING	Greater of \$5,000 or 10% of monthly charges (up to \$30,000)	Greater of \$1,000 or 7% of monthly charges (up to \$15,000)	Greater of \$250 or 5% of monthly charges (up to \$5,000)	Included with Skytap subscription
SYSTEM HEALTH DASHBOARD	X	X	X	X
ROBUST PRODUCT HELP DOCUMENTATION	X	X	X	X
EMAIL SUPPORT	X	X	X	X
GUEST OS SUPPORT / THIRD PARTY SOFTWARE SUPPORT	X	X	X	
API SUPPORT	X	X	X	
SHARING PORTAL END USER SUPPORT	X	X		
TECHNICAL ACCOUNT MANAGER	X			
CLOUD SOLUTION ARCHITECTURE GUIDANCE	X			
BEST PRACTICES AND CONSULTING	X			
INSTRUCTOR-LED SKYTAP PRODUCT TRAINING	X			

Platinum Support: Technical Account Manager

Kyndryl understands that business-critical systems require more than just occasional support. That's why our Platinum Support offering for Kyndryl Cloud Uplift subscriptions includes a Technical Account Manager (TAM). All TAMs have operational experience with multiple Operating Systems because we understand these systems are the foundation of your business applications.

Kyndryl TAMs are trained to leverage industry best practices for Operating Systems that can be virtualized and function within the cloud. TAMs are highly skilled, experienced advisors. They use their technical knowledge to assist and collaborate with your technical teams to know, maintain and improve your business applications.

Working hand in hand with your technical teams, your assigned TAM will review your systems and identify improvements and optimizations. They will also provide regular support reviews to identify trends and improvement areas.

Your TAM will provide training to assist you in implementing new Kyndryl Cloud Uplift features that may improve your application deployments. Your TAM will also be your advocate should a complex problem arise and focus on collaborating with the appropriate teams to achieve the optimal solution.

Technical Account Manager Responsibilities

- Works in partnership with you to understand your technical business needs and remove technical barriers for implementation
- Manages collaboration between Kyndryl teams including, but not limited to Engineering and Customer Success
- Advocates for your needs within Kyndryl Cloud Uplift
- Develops a technical roadmap that delivers on your business value expectations and improves your operational efficiency within Kyndryl Cloud Uplift
- Delivers periodic reviews of operational performance including, but not limited to support case reviews, trends, performance improvement analysis, and product education
- Provides operational best practices to help your team take full advantage of your Kyndryl Cloud Uplift subscription
- Advises on interoperability solutions with other vendors and third party solutions

Ready to learn more about Kyndryl Cloud Uplift Support and how a Technical Account Manager can benefit your organization?

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