# OFFICE HOURS PACKAGE SERVICES

SnapLogic Office Hours Services provide customers with technical assistance and support to the existing efforts on developing SnapLogic pipelines and snaps. Recommendations align customer configurations with SnapLogic best practices to ensure enterprise manageability and scalability.

Office Hours Services include both comprehensive and extended configuration reviews and assisted configuration of the SnapLogic cloud, on-premise and big data integration environment. With Office Hours Package Services, customers can:

- **Plan for Growth**: Deploy tailored configurations for your environment
- **Align with Best Practices**: Ensure you're doing things right and learning from the best with SnapLogic implementation best practices

This offering provides customer with two types of contracts;

1. Fixed Price

2. Time and Material.

Fixed Price: This contract enables customers to engage with SnapLogic for a fixed period of 3 Months, 6 Months, 9 Months or 12Months.  The SnapLogic team that will deliver the offering will consist of the following roles:

- **Sr. Consultant**

**Advantages:**

- Fixed Price contract provides a dedicated resource for the entire tenure of the engagement on an agreed upon weekly schedule with a minimum of 10 hours per week.
- With this option, the customers have a dedicated resource to ensure continuity of the knowledge.
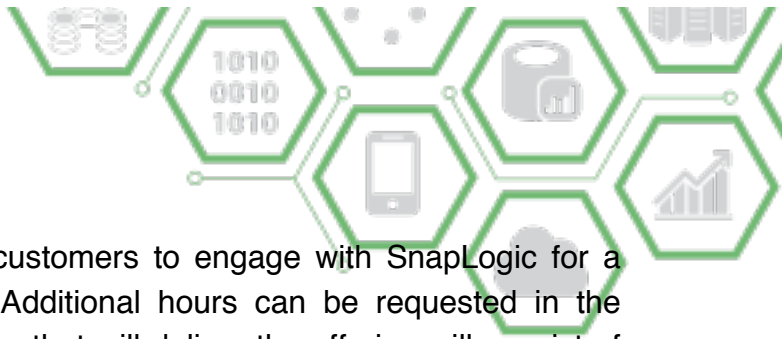
<u>Time and Material:</u> This contract enables customers to engage with SnapLogic for a minimum period of 100 hours per SOW. Additional hours can be requested in the additions of 100 hours.  The SnapLogic team that will deliver the offering will consist of the following roles:

- **Sr. Consultant**

**Advantages:**

- Time and Material contract enables the customers to secure a resource with one week's notice.
- Every service request will be delivered on blocks of 4 hours.
- This option allows the customers to pay for what they use (does not guarantee a dedicated resource)

## Objective

The objective of this offering is to provide technical assistance/expertise with SnapLogic best practices to the make recommendations on the development efforts on existing pipelines and/or snaps for customers. This offering also enables the customers to train their internal resources for future success with best practices on deployment and architecture.

# Roles and Responsibilities

### Global Account Manager (GAM) Responsibility

The GAM manages the overall strategy and communications plan for SnapLogic customers. Once a customer purchases the Office Hours Package offering, the GAM will facilitate engagement between the customer and the professional services team.

### Customer Success Manager (CSM) Responsibility

The Customer Success Manager will deliver a personalized SnapLogic on-boarding experience to customers. The CSM will work in close cooperation with the GAM and with professional services to ensure effective collaboration during the entire duration of the journey on SnapLogic platform.

### Professional Services

Professional Services is responsible for staffing the Office hours package services program and to ensure that customer expectations are met in terms of supporting their existing integrations on Snaplogic Platform.

- The Senior Consultant will work remotely for the entire tenure of the engagement and provide expertise on all existing issues with the pipelines/integrations.

# PREREQUISITES

### Infrastructure/System Readiness
- SnapLogic involved staff should be granted access to all necessary applications and systems that are involved in providing technical assistance.
- Description of the use cases must be provided to the SnapLogic resource for the session to be scheduled to ensure proper utilization of the time per session.
- Engineer should be provided with direct or indirect access to:
  a. All the involved target and source systems
  b. All environments (Dev, QA, Prod)

# EVENT TIMELINE

- After the SOW is signed, the GAM will request the resource allocation to the project
- SnapLogic Professional Services will respond within 72 hours with a resource allocation.
- Once the resource is assigned, SnapLogic Professional Services will introduce the Senior Consultant to the right parties at the customers
- Once the introduction to the resource is made to the customer, customer will be provided with a contact to request the sessions
- For every session request, the customer provided the necessary information and the session will be scheduled.