snapLogic®

SnapLogic Support Overview

We offer three tiers of support and global customer support 24 hours a day, 7 days a week – all based on your business needs.

Your business is unique, which means the kind of support you receive should reflect the needs of your business. That is why SnapLogic offers several choices for your support needs.

We're proud to offer three tiers of support in addition to global customer support 24 hours a day, 7 days a week. You can access our experts by web, email, or phone. You can also network with our robust, online community. SnapLogic Support by phone is available on three major continents to provide coverage during normal business hours. Off-business hours support is provided via the Online Support Center.

[1] Documentation site location: doc.snaplogic.com
[2] SnapLogic Community site location: community. snaplogic.com/

Our online customer support center makes it simple to submit and monitor cases. With our comprehensive Knowledge Base, Documentation site[1], and SnapLogic Community[2] built in, the Support Center is the perfect way to get questions answered from our in-house experts or network with your peers on solutions.

"The SnapLogic Support team's responses were instantaneous. They were helpful, they were direct, and they really understood who we are and what solution we were trying to figure out."
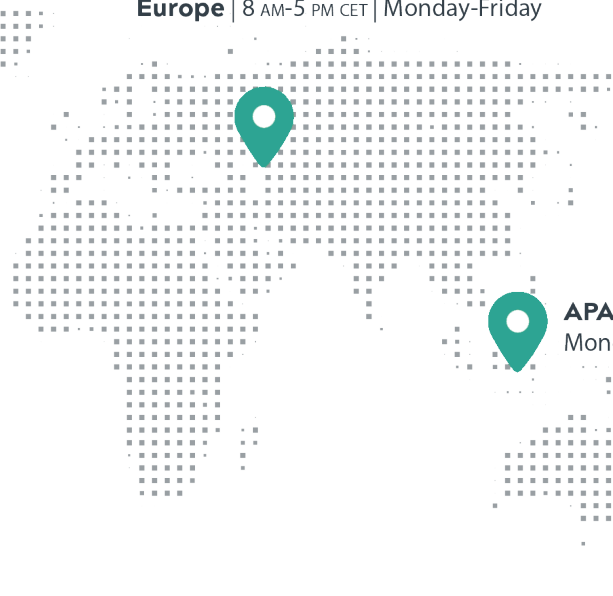
▸ **CIO, PureStorage**

Global customer support

Americas | 9 AM-6 PM PT | Monday-Friday

Europe | 8 AM-5 PM CET | Monday-Friday

APAC | 8 AM–5 PM AEST Monday-Friday

Customer Support Tiers

SnapLogic offers three tiers of support so our customers are able to select the level of support that is best aligned with the needs of their business.

	Silver	Gold	Platinum
Responsiveness			
P1 Response Time	1 business day	2 hours	1 hour
P2 Response Time	2 business days	4 hours	2 hours
P3 Response Time	3 business days	1 business day	4 hours
P4 Response Time	4 business days	2 business days	1 business day
# of Cases	15/month	Unlimited	Unlimited
# of Authorized Support Contacts	2	5	15
Support Hours	8 AM-5 PM at customer HQ Location	24 x 7	24 x 7
Support			
SnapLogic Community Access	Yes	Yes	Yes
Web Support	Yes	Yes	Yes
Email Support	Yes	Yes	Yes
Phone Support	No	Yes	Yes
Success			
Onboarding and Provisioning	Yes	Yes	Yes
# of Training Attendees (Beginner Training)	10	15	20
e-Learning Library Seats (Named)	10	20	50
Escalation Support with Customer Support	No	Yes	Yes (Named)
# of Health Checks / Year	No	4	12
# of Architecture Reviews / Year	No	Upon Request (limit 1)	Yes (limit 2)
Executive Business Review / Year	No	1	2

Additionally, SnapLogic offers a Platinum+ package, an a-la-carte service, for a completely managed experience for its Platinum support tier customers. In Platinum+ package, SnapLogic provides pipeline monitoring and maintenance features such as monitor and provide break/fix for existing pipelines, perform root cause analysis in case of pipeline issues, etc.. SnapLogic will also provide infrastructure monitoring and maintenance with features such as platform patches, Snap Pack patches, node restarts, etc.

SnapLogic powers the automated enterprise. The company's self-service, AI-powered integration platform helps organizations connect applications and data sources, automate common workflows and business processes, and deliver exceptional experiences for customers, partners, and employees. Thousands of enterprisesaround the world rely on the SnapLogic platform to integrate, automate, and transform their business. Learn more at **snaplogic.com**.