DataBee™ Premium Support data sheet

Service overview

The DataBee™ team is dedicated to your success. The Standard Support service enables you to engage with a pool of technical support engineers over the phone or through email during regular business hours.

Premium Support is available as a paid upgrade service. It is ideal for customers who are looking for accelerated resolutions, enhanced prioritization, and direct access to a team of senior technical support engineers throughout the year. Premium Support ensures issues are resolved efficiently and with confidence.

A dedicated and strategic Technical Account Manager (TAM) is assigned to all Premium Support customers. They develop a deep understanding of your technology landscape to provide accurate diagnosis during troubleshooting and resolution. Their knowledge of DataBee enables them to share best practices on existing and new capabilities so you can maximize your investment while letting your team focus on operationalization.

Weekly calls with your TAM to review:

- Service issues handled, usage reports, trends and statistics, etc.
- Support ticket analysis identifying possible service-impacting issues
  - Overall ticket volume and type
  - Escalation status for critical issues
  - Open project status
  - DataBee operational performance

Quarterly business reviews

Executive-level engagement giving a comprehensive view of key threat statistics, utilization, and transactional data

Upgrade assistance

During major DataBee upgrades and releases, the TAM is on standby to ensure your services continue to run optimally.

Yearly configuration and system audits

Actionable recommendations are provided based on proven best practices.

Benefits and scope

- **Premier technical account management engagement:** Maximize your investment with dedicated TAMs and proactive case management.
- **Direct engagement with senior support engineers:** Leverage trained and technical professionals to quickly resolve complex and urgent issues.
- **Accelerated resolution times:** Receive expedited response times with an expanded escalation window.
- **Always-on education and proactive trainings:** Promote adoption through our knowledge base and regular technical webinars.

DataBee Premium Support comparison chart

Support availability	Standard	Premium
Business hours	8 am – 5 pm	24x7
Calendar year	—	365
Telephone support help desk	✓	✓
Email support	✓	✓
Online training	✓	✓
User guides	✓	✓
Knowledge base	✓	✓
Engagement expectations		
Support experience level	Technical support engineer (pool)	Sr. technical support engineer (pool)
TAM engagement	—	Consulting, troubleshooting, and weekly operational review with dedicated Technical Account Manager (TAM)
TAM coverage	—	1 time zone during business hours
SLA priority response time		
P1	Critical	2 hours	30 minutes
P2	High	4 hours	1 hour
P3	Medium	12 hours	4 hours
P4	Low	48 hours	8 hours

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