

Teradici Support Options

teradici®

Base Support

Unlimited support for troubleshooting and break-fix requests
- Via e-mail & the online case system with an unlimited number of technical contacts to open and manage cases

Software updates
- Access to software updates and/or code releases as they become available

Online forums
- 24x7 access to the Teradici community, engagement with other Teradici customers and web case submission

Supportability pack diagnostic tools
- Identify and tackle minor issues fast, with easy-to-use PCoIP diagnostic tools

24/7/365 support for critical issues
- With non-critical issues handled during business hours

Guaranteed 60 min response time for critical cases
- Non-critical first response within 24 hours

Guaranteed update times for cases
- After first response, cases critical/major updates every 24 hours

Enterprise Support

Includes everything in Base Support plus:

Technical Account Manager
- The TAM will work with you to proactively understand your mission critical environment, business and technology objectives, and ensure supportability of your Teradici solutions, in accordance with leading practices
- A dedicated Priority Critical Situation Manager to take personal ownership of quickly restoring your environment in the event of critical issues

Expanded support includes configuration and installation assistance
- Provide general guidance and assistance with problems encountered during product installation, upgrades, or configurations
- Reserve 20 hours for your change events to ensure you have assistance and resources you need during advanced implementations, migrations and updates— whether they are inside or outside business hours

24/7/365 support for critical & non-critical issues
- Access all support resources—whether they are inside or outside business hours

Guaranteed 60 min response time for critical cases & non-critical issues
- All issues will have a first response within 1 hour

Guaranteed update times for cases
- After first response, cases critical cases updated every 4 hours, majors every 24 hours

Add-Ons

PCoIP Training/Onboarding Package
- Provides a Teradici PCoIP consultant who can train and assist your IT team in rolling out PCoIP solutions

PCoIP Development Package
- Provides a Teradici PCoIP consultant who can advise and answer API/SDK related development questions

FOR MORE INFORMATION
Go to help.teradici.com