

SQRRL SUPPORT OFFERINGS

Sqrri's Commitment

Sqrri customer support is committed to providing a consistently professional and high-quality experience to our customers. The support team provides innovative, flexible and cost-effective solutions that reflect our commitment to successful long-term customer relationships. We are dedicated to providing our customers the fastest, most flexible and cost effective customer experience.

Sqrri Support Options

Sqrri support offers two options that enable customers to select the appropriate level of support to best meets their needs.

Platinum Support: Our highest-touch support package combines the benefits of Basic Support with value-added, highly personalized account management features, including:

- Non-business hour support for Severity 1 & 2 issues
- One-hour response time by Sqrri support engineers for Severity 1 & 2 issues
- Resolutions, workarounds and fixes to Severity 1 & 2 issues on demand

Basic Support: Our basic support package includes a variety of cost effective features designed to satisfy most customers' basic technical support requirements:

- **Problem tracking:** Every problem reported will be assigned a case number to be tracked in Sqrri's customer tracking system. Customers can view and comment on their open tickets in the system. Support engineers will follow up and proactively contact customers to provide case updates and status until issues are resolved.
- **Problem Solving and Correction:** All reported problems will be assigned a severity level, which will be agreed on by both Sqrri support and the customer. Research and engineering work will be performed based on the severity level of the problem.

Escalation Management

In order to adjust case priorities and focus Sqrri management's attention on customer problems, customers have direct access to a Sqrri support engineer who works with Support Management to provide an action plan.

Available Releases

Customers who purchase a maintenance plan will receive patch updates and maintenance releases as available. When each maintenance release becomes available, Sqrri support will email an announcement to all customers. Customers will also receive documentation updates and major releases upon request. Pro-active release announcement will be sent to customers by email.

Support Offerings

Platinum Support

- All Environments
- Unlimited 7 x 24 x 365
- Unlimited contacts
- Unlimited Web & email support
- Case reports as requested
- Problem escalation & management
- Product updates
- Emergency patches

Basic Support

- Dev & staging environments
- 9am – 6pm EST (M – F)
- Unlimited contacts
- Unlimited Web & email support
- Case reports as needed
- Problem escalation & management
- Product updates

Severity Level Definition

Severity Level 1: Customer production is down; non-operational, critical problem; Sqrrl support engineers will provide an initial response within one business hour. In an attempt to resolve this problem quickly, a resolution, workaround or emergency bug fix may be provided if possible. Same-day escalation to the Director of Support for an action plan is included.

Severity Level 2: Development system is down; Sqrrl Enterprise is operational but a major component or feature is non-operational, inaccessible, or is not working up to expectations; or a minor data issue has occurred but does not have an immediate impact to the customer's business. Support engineers will initially respond within four business hours and worked towards a resolution, which will be included in follow-on maintenance release.

Severity Level 3: A medium-impact problem; software is operational but is experiencing problems or reporting errors. This could also be a configuration error, a minor degradation in the functionality resulting in inconvenience or a software management issue. Support engineers will initially respond within eight business hours / one day and work toward a resolution, which be included in follow-on maintenance issues.

Severity Level 4: A low-impact problem; software is operational but is causing inconvenience; minor errors have occurred that do not materially impact the use of the cluster or require a functionality change. This could also be a feature request, software management enhancement, or a minor error. Support engineers will provide an initial response with 16 business hours / two days and work toward resolution which may be included in a follow-on major release.

Contacting Support

Use can reach us by email at help@sqrrl.com.

If you need immediate attention please call: **659-909-9099**

Web Support

- Case Management
- Knowledgebase
- Product Updates
- Documentation

Sqrrl Support Plan Details

	Platinum Support	Basic Support
Support	24/7/365 support for Severity 1 & Severity 2 issues	9am-6pm EST Monday - Friday
# of Support Incidents	Unlimited	Unlimited
# of Support Contacts	Unlimited	Unlimited
Subscription Term	12 months	12 months
Phone Support	Yes	Yes
Email Support	Yes	Yes
Remote Troubleshooting	Yes	Yes
Severity 1 & 2 Initial Response Time SLA	1 hour	4 hours (9am-6pm EST, M-F)
Severity 3 & 4 Initial Response Time SLA	4 hours (9am-6pm EST, M-F)	4 hours (9am-6pm EST, M-F)
Support Coverage	All environments	PoC, development, staging, and other test environments
Upgrades and Patches	Yes	Yes
Emergency Bug Fix	Yes	No

ABOUT SQRRL



Sqrrl powers secure, massively scalable Big Apps and was founded in 2012 by creators of Apache Accumulo. With their roots in the U.S. Intelligence Community, Sqrrl's founders have deep experience working with and building applications for complex petabyte-scale datasets. Sqrrl is headquartered in Cambridge, MA and is a venture-backed company with investors from Matrix Partners and Atlas Venture.