



Engine Yard Support

Engine Yard is the leading Platform as a Service, empowering software application innovation more rapidly, easily and cost effectively. With deep technical expertise, powerful infrastructure orchestration, strong support of the open source community, and world-class service, Engine Yard provides a complete commercial grade solution that enables developers to focus on creating great applications, instead of managing their platform.

By choosing Engine Yard, you access to the leading Platform as a Service support organization. The Engine Yard team has deep experience obtained through helping thousands of customers develop, deploy, manage and scale Ruby on Rails and PHP applications of all sizes. In addition, Engine Yard offers a range of support options to help you deploy and maintain your applications in a production environment and allowing you to choose the option that is right for you.

Standard Support

All Engine Yard customers get unlimited access to the Engine Yard support team during business hours, including assistance with the following:

- Installation support provides assistance in the installation of supported packages from the Engine Yard Cloud interface or through a custom deployment recipe.
- Configuration support provides assistance in the configuration of supported components using the Engine Yard Cloud interface.
- Troubleshooting support provides resolutions or workarounds for deployment and management issues with supported components.
- Standard Support also covers assistance with the operation and troubleshooting of Engine Yard Cloud features (such as environment cloning, auto-deploy-from-source, etc.).

Premium Support

Engine Yard Premium Support provides you with concierge level service spanning all the operational details of running your applications. We'll make sure your systems are running well around the clock and notify you if there are any potential issues. Need help installing new software or adding capacity? Give us a call. Something goes wrong at 2:00AM on Saturday? We're there for you. In fact, if we receive a critical alert related to your environment we'll even file a ticket on your behalf

Scope of Premium Support

In addition to all of the benefits of Standard Support, Premium Support includes:

- "On behalf" system administration (Engine Yard personnel carry out administration tasks on your behalf)
- Proactive response to system alerts generated by your applications
- 24x7 emergency support for critical issues causing application unavailability or site down-time

Monitoring and Proactive Response

For environments that are covered by Engine Yard Premium Support, we will proactively monitor resource and URL alerts. When the alert(s) requires action by the Engine Yard support team and/or you, Engine Yard will open a support ticket on your behalf and begin the problem resolution process.



If the alert(s) are generated due to inadequate system resources, such as CPU or memory, and Engine Yard determines that there is potential risk for Urgent Priority impact on your production environment, Engine Yard may notify you and request that your environment is upgraded with additional system resources.

Compare Support Offerings

	Standard
Services	
Knowledge Base and Community Forums	Standard & Premium
Unlimited Support Requests	Standard & Premium
Live Support via Phone	Standard & Premium
Assistance with upgrades	Standard & Premium
System Configuration Assistance	Standard & Premium
Application Configuration Assistance	Standard & Premium
Deployment Assistance	Standard & Premium
Problem Diagnosis	Standard & Premium
Database Administrator (DBA) Assistance	Standard & Premium
12x5 Support Response (6am-6pm Pacific time Mon-Fri)	Standard & Premium
24x7 Support Response	Standard & Premium
System and Application Analysis	Premium Only
"On Behalf" System Administration	Premium Only
Bi-annual System Healthcheck (capacity, configuration, etc)	Premium Only
Proactive Response to System Alerts	Premium Only
Proactive tickets for important updates & actions	Premium Only
Tailored Escalation Plan	Premium Only
Priority Response for Support Requests	Premium Only
99.9% Service-Level Agreement (SLA)	Premium Only

Customers should anticipate the following response times:

Ticket Severity	Description	Target Response
Urgent	Production application is completely down or unusable	30 Minutes
High	Production application is up, but is negatively impacted	4 Hours
Normal	General support requests	1 Business Day
Low	Questions, requests and suggestions	3 Business Days

Professional Services

For assistance that goes beyond the scope of these support packages, Engine Yard can provide a range of professional services at either a fixed, pre-determined charge or on a time-and-materials basis. Engine Yard consulting services leverages deep experience and best practices in developing, deploying, managing, scaling and supporting Ruby on Rails applications. Read more about our Professional Services at <http://www.engineyard.com/services>.