Skytap®

A Kyndryl Company

Support Offerings

Skytap is here to support your success. All Skytap subscriptions include Standard Support. We also offer three levels of paid premium support (Developer, Enterprise, Platinum) to ensure you receive the level of support best suited to your business needs. Developer Support is the minimum recommended support level for running production workloads in Skytap. Enterprise Support is recommended for those who develop, manage, and deploy workloads in Skytap. Platinum Support goes beyond Enterprise Support with cloud solution architecture guidance and access to a Technical Account Manager. Learn more about the four levels of Skytap Support below.

	PLATINUM	ENTERPRISE	DEVELOPER	STANDARD
SUPPORT HOURS	24x7x365	Sun. 4:00PM PT - Fri. 6:00PM PT	Sun. 4:00PM PT - Fri. 6:00PM PT	Sun. 4:00PM PT - Fri. 6:00PM PT
RESPONSE TIMES	Urgent (Severity 1) < 30 min High (Severity 2) < 1 hour Normal (Severity 3) < 4 hours Low (Severity 4) < 24 hours	Urgent (Severity 1) < 30 min (24x7x365) High (Severity 2) < 2 hours (24x7x365) During Support Hours: Normal (Severity 3) < 24 hours Low (Severity 4) < 24 hours	Urgent (Severity 1) < 30 min (24x7x365) During Support Hours: High (Severity 2) < 4 hours Normal (Severity 3) < 24 hours Low (Severity 4) < 24 hours	< 24 Hours
PRICING	Greater of $5,000 or 10% of monthly charges (up to $30,000)	Greater of $1,000 or 7% of monthly charges (up to $15,000)	Greater of $250 or 5% of monthly charges (up to $5,000)	Included with Skytap subscription
SYSTEM HEALTH DASHBOARD	X	X	X	X
ROBUST PRODUCT HELP DOCUMENTATION	X	X	X	X
EMAIL SUPPORT	X	X	X	X
SUPPORT ENGINEER FOR PRIMARY CASE HANDLING	X	X	X	X
ACCESS TO TECHNICAL SUPPORT VIA PHONE AND SCREEN SHARING	X	X	X	
GUEST OS SUPPORT / THIRD PARTY SOFTWARE SUPPORT	X	X	X	
API SUPPORT	X	X	X	
SHARING PORTAL END USER SUPPORT	X	X		
CRITICAL EVENT MANAGEMENT (ADDITIONAL FEE)	X	X		
TECHNICAL ACCOUNT MANAGER	X			
CLOUD SOLUTION ARCHITECTURE GUIDANCE	X			
BEST PRACTICES AND CONSULTING	X			
INSTRUCTOR-LED SKYTAP PRODUCT TRAINING	X			