

SDL Enterprise Product Support Options

Data Sheet



We have designed a series of Support options that can be leveraged either individually or in combination to help your organization meet its business objectives.

SDL is committed to helping clients achieve maximum results with its SDL Content and Language technology solutions and because we appreciate that all companies are unique and have different needs and requirements when it comes their support.

Select from one of the following Support and Maintenance options: Essentials, Enhanced or Elite and choose which one fits your organizations needs the best. Additionally, you can also select from a variety of a la carte options available in order to optimize the support you need with your technology deployments.

SDL Essentials

Standard Support:

- 8 ^{1/2} x 5 Product Support
- Access to new releases and software updates
- Access to online tools: SDL Customer Gateway including case logging, Knowledge Base and SDL Community
- Support Communications [1]

SDL Enhanced

SDL Essentials plus:

- 24 x 5 Product Support
- Monthly Service Reviews

SDL Elite

SDL Essentials plus:

- 24 x 5 Product Support
- 24 x 7 for Critical Issues (P1)
- Monthly Service Reviews
- Designated Support Engineer

[1] Sign up for notifications [here](#)

Features

Offerings ¹	Essentials Support	Enhanced Support	Elite Support
Hours (Coverage)	8 ^{1/2} x5	24x5	24x5 P1 cases only: 24 x 7 ²
Service Levels (SLA)	P1: 1 hour P2: 4 hour P3: 1 Business Day P4: 2 Business Days	P1: 1 hour P2: 4 hour P3: 1 Business Day P4: 2 Business Days	P1: 30 minutes (24x7) P2: 2 hour P3: 1 Business Day P4: 2 Business Days
Named Users	4	6	8
Unlimited Support Cases	✓	✓	✓
24x7 Access to Support Portal, Knowledge Base, Communities, and how-to tutorials	✓	✓	✓
Product Patches and New Releases	✓	✓	✓
Support Communications	✓	✓	✓
24x7 Priority ^{1,2}	Optional	Optional	✓
Service Reviews	Optional	Monthly	Monthly
Designated Support Engineer	Optional	Optional	✓

1. A La Carte Options outlined separately
2. Not available for ETS, XPP, Contenta, S1000D



Getting started

To learn more about the Support options or to get started today, please contact customer_programs@sdl.com

A La Carte Options:

24x7 (Priority 1)

Ensure Support for critical issues (P1) 24 x 7 x 365. Named Support contacts log Support cases and continues to work with SDL Support resources outside of business hours.[1][2]

Additional Support Named Contacts

Add additional users who can access SDL Customer Gateway and work with SDL Support resources.

Weekend Project Assistance

Receive weekend access to a Support Engineer (remotely) to assist with technical issues during project work (available on a per day basis, 9:00am – 6:00pm in the customer's time zone). [3]

Service Reviews

Engage with an SDL Support Engineer to review key aspects of the Support service including SLA achievements, time to resolve cases, outstanding Support cases and recent product developments (new releases and cumulative updates). Available monthly or quarterly.

Designated Support Engineer

Team up with a named individual who is responsible for in-depth understanding of the customer's environment and will be responsible for managing all Support cases to ensure timely response and resolution.

[1] Not available for ETS, XPP, Contenta, SD1000

[2] Business hours are defined in the Support Policy, available on <http://www.sdl.com/support/>

[3] Remote Assistance only

SDL*

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