

# SDL SaaS Support Options



Data Sheet

We have designed a support package with additional 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 providing a comprehensive support package.

Our SDL SaaS and Hosted Support provides full product coverage during Business hours [1] and online resources. 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 SaaS Standard Support

- 8 <sup>1/2</sup> x 5 Product Support
- 24 x 7 Critical Case (P1) Product Support
- Product Support during Business hours [1]
- Regular Product/Environment updates
- Access to online tools: SDL Customer Gateway including case logging, Knowledge Base and SDL Community
- Support Communications [2]

## Features

Package [3]	SaaS & Hosted Support
Priority 1 Support	24 x 7
Hours (Coverage)	Business Hours[1]
Service Levels (SLA)	P1: 30 Minutes (24 x 7) P2: 2 Hours P3: 1 Business Day P4: 2 Business Days
Named Users	4
Unlimited Support Cases	✓
24x7 Access to SDL Customer Gateway including case logging and Knowledge Base, SDL Communities and how-to tutorials	✓
Regular Product/Environment updates	✓
Global Client Services Communications[2]	✓

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

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

[3] A la carte options outlined separately

## Getting started

To learn more about the Support options, please contact [customer\\_programs@sdl.com](mailto:customer_programs@sdl.com)

## A La Carte Options

### Additional Support Named Users

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

### Weekend Project Assistance

Receive weekend access to a Support Engineer to assist with technical issues during project work (available on a per day basis, 9:00am – 6:00pm in the customer's time zone). [1]

### Service Reviews

Engage with an SDL Support Engineer to review key aspects of the support service including SLA achievements, time to resolve tickets, outstanding support tickets and recent product developments. Available monthly or quarterly.

### Designated Support Engineer

Team up with a named individual who has in-depth understanding of the solution and will be responsible for managing all support cases to ensure timely response and resolution.

[1] Remote assistance only

## SDL\*

SDL (LSE:SDL) is the global innovator in language translation technology, services and content management. With more than 20 years of experience, SDL delivers transformative business results by enabling powerfully nuanced digital experiences with customers around the world.

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