

Ombori support plans

Free Support Plan is used by small companies and developers as a first step to learn and evaluate the Ombori solutions. This plan is not available through Azure Marketplace and you cannot add additional devices.

- Remote support active
- Register tickets in online form and e-mail
- No SLA or committed response time
- No onsite support
- Working hours, weekdays 0800-1700 CET (you can register online 24/7)
- Maximum of 2 devices

Level	Description	Response Time	Status Update	Hours	Days
1-4	All	Best Effort	On completion	8:00 - 17:00	Mon-Fri

Pilot Support Plan is for clients only using a single app (or several apps with limited use). It is for clients still in a more explorative state but needing a committed response time, active monitoring and proactive support. Additional devices to be charged at an additional cost.

- Remote monitoring and proactive remote resolution
- Remote support active
- Register tickets in online form and e-mail
- SLA on platform uptime 99,9
- Committed response time and status update
- No onsite support, possibility to have tickets routed to onsite support partner
- Opening/working hour 0800-1800, in one time zone (you can register online 24/7)
- Maximum of 4 devices (additional devices will be billed separately)

Level	Description	Response Time	Status Update	Hours	Days
1	Critical	4 hours	Every 4 hours	8:00 - 18:00	Mon-Fri
2	Major	8 hours	Every 8 hours	8:00 - 18:00	Mon-Fri
3	Minor	48 hours	On completion	8:00 - 18:00	Mon-Fri
4	Cosmetic	5 days	On completion	8:00 - 18:00	Mon-Fri

Production Support Plan is for clients that use Ombori solutions every day. Have a need for committed response time, first line phone support and longer opening hours. You also get a dedicated contact to help you minimize any problems and make best use of the Ombori solutions in your business.

- Remote monitoring and proactive remote resolution
- First line phone support, whit remote support active
- Register tickets by phone, chat, online form and through e-mail
- SLA on platform uptime 99,999
- Committed response time and status update
- Analytics and reports, with proactive learning suggestions
- Dedicated support management contact
- Escalation phone option and major incident communication
- No onsite support, possibility to have tickets routed to onsite support partner
- Opening/working hours 8-21, in one time zone (you can register 24/7)
- Maximum of 200 devices (additional devices will be billed separately)

Level	Description	Response Time	Status Update	Hours	Days
1	Critical	30 min	Every 1 hour	8:00 - 21:00	Mon-Sun
2	Major	1 hour	Every 2 hours	8:00 - 21:00	Mon-Sun
3	Minor	8 hours	On completion	8:00 - 21:00	Mon-Sun
4	Cosmetic	48 hours	On completion	8:00 - 21:00	Mon-Sun

Enterprise Support Plans are for global clients that has high demand on SLA and committed response time, 24/7 operation hours, first line phone support, can also be integrated and function as second line to existing client service desk.

- Remote monitoring and proactive remote resolution
- First line phone support, whit remote support active
- Register tickets by phone, chat, online form and through e-mail
- SLA on platform uptime 99,999
- Committed response time and status update
- Analytics and reports, with proactive learning suggestions
- Dedicated support management contact
- No onsite support, possibility to have tickets routed to onsite support partner
- Possibility for ticket flow integration to client servicedesk solution
- Escalation phone option and major incident communication
- 24/7 opening hours
- Maximum of 1000 devices (additional devices will be billed separately)

Level	Description	Response Time	Status Update	Hours	Days
1	Critical	30 min	Every 1 hour	00:00-24:00	Mon-Sun
2	Major	1 hour	Every 2 hours	00:00-24:00	Mon-Sun
3	Minor	8 hours	On completion	00:00-24:00	Mon-Sun
4	Cosmetic	48 hours	On completion	00:00-24:00	Mon-Sun

Glossary

Level

The impact to the business of the current incident/ticket, this is then the base for how quickly you will get help

Response time

The maximum time limit before we will get back to the client after they have registered a ticket.

Status Update

After initial contact (Response time), how long will it maximum take before we get back to the client with an update, and the reoccurring until the ticket is closed.

Hours & Days

The hours and days that the servicedesk are open, phone and chat are open and the operators work to solve tickets. This is also the time that the response time and status update are operational. You can always register a ticket in the online form.

Remote monitoring and proactive remote resolution

We will monitor the devices and solution remotely, get alerted and solve potential problems

Remote support active

When you contact us, we have the possibility to support you, your device and solution remote, troubleshoot and solve tickets. Therefor in many cases limit the need for onsite technicians, hardware problems will always need onsite support

First line phone support

You have the opportunity to call us and get help by phone.

Register tickets by phone, chat, online form and through e-mail

The ways you are able to register a ticket with us

SLA on platform uptime 99,999

The Ombori grid platform uptime SLA

Committed response time and status update

How fast we will contact you after register a ticket and how often we will get back to you with status updates.

Analytics and reports

You will have the opportunity to get reports and analytical information on your tickets

Proactive learning suggestions

We will help you analyze the reports and data to find areas to limit the number of tickets (for example by educate staff, change hardware or update a solution)

Dedicated support management contact

You will have a dedicated support management contact, that helps with reports, analytics and make sure your support is working correctly.

No onsite support, possibility to have tickets routed to onsite support partner

Tickets that need onsite support, after troubleshooting and remote investigation can be routed to a local support partner

Possibility for ticket flow integration to client servicedesk solution

You can integrate our servicedesk to your own or partner servicedesk solution to have a smooth flow of tickets, always know the status of your tickets and get one source for analytics.

Escalation phone option and major incident communication

You will have a contact phone number for escalation issues and we will contact you if any critical incident is reported

Devices

The number of devices you are allowed to have in the current support plan.