

Support Plans

Exceptional technical support for your workload automation environment

Our technical support services are designed to keep your Tidal environment performing at its best and reflect our commitment to providing an unmatched customer experience.

> 24/7/365 Support for Production

All support service levels include 24/7/365 technical assistance for Production environments.

> Direct Access to Expert Engineers

With impressive guaranteed response times, every request for support directly engages a Level 2 support engineer – no screening or re-routing.

> Environment-specific Support

Development, Test and QA environments have different support requirements than Production. We've configured our support plans accordingly.

Choice of Three Plans

We offer three service levels so you can easily choose the plan that best meets your needs. And if you need to move to a different level, you can do that at any time.

STANDARD SUPPORT

Included in your active Maintenance & Support Agreement.

GOLD SUPPORT

Accelerates access to technical support resources when you need them.

PLATINUM SUPPORT

Adds perks that include a designated engineer, regularly scheduled consultations and more.

Refer to the table on the following page for more information about the features of the three plans. >

SERVICE LEVELS

STANDARD

GOLD

PLATINUM

Production Environments

24/7 support by phone, email and/or portal for software use, configuration and troubleshooting issues



One-hour response 24/7 for Critical and High Priority issues



One-hour response 24/7 for Medium and Low Priority issues



One-hour response for Medium and Low Priority issues during Standard Business Hours; response no later than next business day for issues received outside of Standard Business Hours*



Non-Production Environments

24/7 support by phone, email and/or portal for software use, configuration and troubleshooting issues



One-hour response 24/7 for all issues



12/5 support by phone, email and/or portal for software use, configuration and troubleshooting issues



One-hour response for all issues received during Standard Business Hours; response no later than next business day for issues received outside of Standard Business Hours



Engagement

Designated engineer during Standard Business Hours



Weekly case review with designated engineer for status of open issues



Quarterly case review with designated engineer for historical analysis and trends



Annual on-site or virtual visit up to three days (travel & expenses covered by customer) for account review



Annual on-site or virtual visit with member of Tidal Executive Team



Escalation to Tidal Leadership Team

Customer escalation after eight hours



Customer escalation after four hours



Direct Executive escalation, no window



* Standard Business Hours are according to the customer's regular business hours.



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Tidal Software is a leading provider of enterprise workload automation solutions for orchestrating the execution of complex workflows across systems, applications and IT environments. With a comprehensive portfolio of products and services, Tidal optimizes mission-critical business processes and drives IT cost efficiencies.

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