

# Premium Customer Support

Minimizing issue impact while maximizing the value of your Collibra investment

Premium Support is the highest level of support available to Collibra customers. Designed for customers who want a personalized and prioritized experience, Collibra Premium Support includes an assigned product expert who understands your unique environment and business needs to advocate on your behalf.

This high-touch engagement accelerates and de-risks your use cases and business objectives with expedited resolution to support issues in order to successfully achieve faster business results.



This was truly outstanding service and we really appreciate the devotion by [our Premium engineer] and the team.

Collibra IT customer



## Benefits



### Highly skilled, dedicated resource

Maximize your Collibra investment with your assigned resource who champions your technical needs



### Accelerated business and end user adoption

Expedite your business objectives and use cases with best practice and product guidance



### Highest support priority and fastest resolution times

Minimize the impact of technical issues with expert level priority engagement



### Reduced business and project risk

De-risk your investment in Collibra technology with proactive guidance and recommendations

## Premium Support value beyond Standard Support

Value	Feature	Standard	Premium
Highly skilled technical advocate	Named Premium Support Engineer		Yes
	Documented environment		Yes
Priority support	Support ticket routing	Standard	Priority
	Expedited engineering assistance		Priority
	Support hours for ticket submission	Regional 8/5	24/5 (24/7 Urgent)
	Response SLAs	Sev 1: 2 business hours Sev 2: 4 business hours Sev 3: 1 business day	Sev 1: 15 minutes Sev 2: 2 business hours Sev 3: 4 business hours
	Target Resolution SLA (Cloud Customers)*		Sev 1: 4 hours
Accelerated adoption	Coaching services		24 hours/year
	Use case guidance		As requested
	Support status report		As requested
	Standardized business review		Quarterly
Reduced risk	Regularly scheduled support cadence		Weekly/Biweekly
	Knowledge share sessions		As requested
	Product health review		Biannual
	Support operations review		Biannual
	Upgrade support		As requested

### Key terms

**Regularly scheduled support cadence:** Weekly/biweekly meetings with your PSE and technical team to drive issue resolution and use case progress

**Expedited engineering assistance:** Prioritized engineering engagement to quickly solve complex technical issues

**Coaching services:** In-depth discussions on complex 'how-to' questions and customizations to accelerate business solutions

**Knowledge share sessions:** Focused, customer specific education sessions to advance your team's product knowledge

**Use case guidance:** Technical guidance on use cases and solutions

**Product health review:** Evaluate and improve the health of your Collibra environment with customized recommendations

**Upgrade support:** Technical oversight and best practices to mitigate potential obstacles

*This factsheet lists some features (use case guidance, coaching services, etc.) only included in the Premium Support offer launched on September 1, 2023. For customers with prior versions of Premium Support, speak with your Customer Success team if you are interested in these additional features.*