



BUSINESS & ENTERPRISE SUPPORT

BUSINESS SUPPORT

Our Business Support plan is tailored for small- and medium sized businesses to gain access to our technical support teams. This 24/7 service ensures that your business can get assistance with the primary building blocks of City Cloud at any time.

ENTERPRISE SUPPORT

Our Enterprise Support plan is an investment in the future success of your large enterprise. Beyond technical support your dedicated Success Team has full attention on your technical, tactical and operational challenges.

With an active Business or Enterprise Support plan you can also get help with other technical challenges. No matter if you need help with your architectural challenges, OpenStack best practices or application support, we are here for you 24/7.

CONTACT US



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For more information - www.citynetwork.eu

	Customer Service	Business Support	Enterprise Support
City Cloud health status	CN Status	CN Status	CN Status
Knowledgebase	Knowledgebase	Knowledgebase	Knowledgebase
Customer service	Pre-sales and basic service inquiries only		
Email 24h response time. Mo-Fr, 8am-5pm CET.	YES	YES	YES
Chat 24h response time. Mo-Fr, 8am-5pm CET.		YES	YES
Phone 24x7		YES	YES
Access to technical support by:			
Email 24h response time. Mo-Fr, 8am-5pm CET.		YES	YES
Chat 24h response time. Mo-Fr, 8am-5pm CET.		YES	YES
Access to technical support by:			
Phone 24x7		YES	YES
Case severity / Response time		General guidance < 24h System impaired < 12h Production system impaired < 4h Production system down < 1h	General guidance < 24h System impaired < 12h Production system impaired < 4h Production system down < 1h Business-critical system down < 30 min
Who can open cases?		One primary contact / Unlimited cases	Unlimited contacts / Unlimited cases
City Cloud Compute		YES	YES
City Cloud Network		YES	YES
City Cloud Storage		YES	YES
API support		YES	YES
Architecture support		General guidance	Contextual guidance based on specific usecase
Architectural review		Professional Services	General guidance
Proactive guidance		Professional Services	General guidance
OpenStack best practice		Professional Services	General guidance
Cloud best practice		Professional Services	General guidance
Automation/Orchestration		Professional Services	General guidance

	Customer Service	Business Support	Enterprise Support
Application support		Professional Services	Professional Services
Operating systems		Professional Services	Professional Services
Database support		Professional Services	Professional Services
Strategic collaboration forum			YES
Operational collaboration forum			YES
Security & Compliance forum			YES
Advisory Security Manager			YES
Account Manager			Dedicated
Change/Incident manager			Dedicated
Service Delivery Manager			Dedicated
Pricing	Included	\$ 189 per month or 3% of your monthly City Cloud usage, whichever is greater	\$6995 per month or 10% of your monthly City Cloud usage up to \$100K, whichever is greater +5% of monthly City Cloud usage from \$100K – \$250K +3% of monthly City Cloud usage over \$250K
Price example			For \$270K in monthly City Cloud usage \$100 000 x 10% = \$10 000 (10% of usage up to \$100K) \$150 000 x 5% = \$7500 (5% of usage \$100K-\$250K) \$20 000 x 3% = \$ 600 (3% of usage over \$250K) Total: \$18 100 per month

PROFESSIONAL SERVICES TIERS

Basic level technical support	In-depth technical support	Expert level technical support	Architect
Basic troubleshooting	In-depth troubleshooting	Expert level troubleshooting	Architectural design
Username & Password problems	Software repair	Designing and developing courses of action	Cloud Adoption Expertise
Uninstalling/reinstalling basic software applications	Diagnostic testing	Test case environment	DevOps Methodology
Verification of proper hardware and software setup	Remote control tools		
Assistance in navigating around application menus			
\$125 /H	\$165 /H	\$195 /H	\$245 /H