

VERVERICA PLATFORM

Support Options Data Sheet



ABOUT VERVERICA

Ververica was founded by the original creators of Apache Flink®, a powerful open-source framework for stateful stream processing. In addition to supporting the Flink community, Ververica provides Ververica Platform, a complete stream processing infrastructure that includes open-source Apache Flink. Ververica Platform makes it easier than ever for businesses to deploy and manage stateful stream processing applications.

ABOUT THIS DATA SHEET

This data sheet provides a detailed overview of the support services by Ververica. As a Ververica customer, you have a wide range of support options at your disposal. Whether it's about finding answers to your questions or getting guidance with critical issues, our team is here to help.

This data sheet contains information about the following:

- **Support levels**
- **Support process**
- **Target response times and SLAs**



SUPPORT LEVELS

Ververica provides four support levels to accommodate specific customer needs depending on your business requirements. The levels are described below.

	AVAILABILITY	GUARANTEED RESPONSE TIME
BRONZE	Monday – Friday, 9.00am – 6.00 pm	<ul style="list-style-type: none">• 8H SLA for severity 1* issues• Up to 7 business days for lower
SILVER	Monday – Friday, 9.00am – 6.00 pm	<ul style="list-style-type: none">• 4h SLA for severity 1* issues• 24h SLA for lower severity issues
GOLD	24 / 7 production support	<ul style="list-style-type: none">• 1h SLA for severity 1* issues• 24h SLA for lower severity issues
PLATINUM	24 / 7 production support As Gold above plus Technical Account Manager	<ul style="list-style-type: none">• 24 / 7 Support point of contact• Explicit knowledge of your specific environment

SUPPORT COVERAGE

Ververica support goes beyond the Flink framework and Ververica Platform. Our engineers will investigate the issue holistically and give relevant advice. In a nutshell, our support team will:

- **Fix any issue related to Apache Flink® or Ververica Platform**
- **Provide guidance on how to resolve issues related to the customer’s code or infrastructure.**

SUPPORT PROCESS

Our support process is simple and ensures that your request gets a response as soon as possible.

STEP 1 The customer submits ticket(s) through the customer portal and defines priority.
Note: a defined number of your engineers gets access to the portal.



STEP 2 For severity 1 issues, an immediate alert is sent to engineer on duty.
Note: Ververica can update or edit the priority level of the ticket if necessary.



STEP 3 Ververica engineer contacts the customer to investigate the issue and work toward a resolution.
Note: A second alert is sent to a team of engineers if there is no response before the end of the SLAs.







STEP 4 The customer receives confirmation once the issue is resolved.
Note: The Ververica executive team regularly reviews that SLA times are met.



TARGET RESPONSE TIMES AND SLAS

As a Ververica customer, you have a range of support options available. Whether it's getting answers to your questions or support with critical issues, our team is here to help.

SEVERITY	DEFINITION	TARGET RESPONSE TIME		ISSUE RESOLUTION	
		SILVER 	GOLD 	SILVER 	GOLD 
Level 1	Error in Ververica Platform that causes Ververica Platform or Apache Flink® to fail.	4 h	1 h	General business hours	Extended business hours 24/7 - 365
Level 2	Error in Ververica Platform that causes a critical function of Ververica Platform or Apache Flink® to fail.	4 h	1 h	General business hours	Extended business hours 24/7 - 365
Level 3	Error in Ververica Platform that restrains the function of Ververica Platform or Apache Flink®	8 h	4 h	General business hours	General business hours
Level 4	Error in Ververica Platform that does not significantly restrain the function of Ververica Platform or Apache Flink®.	24 h	24 h	General business hours	General business hours

CONTACT US

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