

WHY MANAGED SUPPORT MATTERS FOR YOUR Mission-critical systems



No two crises are ever the same. Organizations need a dynamic support system to quickly resolve whatever catastrophe is thrown their way. That's why Instaclustr Support is designed to quickly resolve whatever issue you're facing—right now and in the future.

With Instaclustr Support, get the benefits you need and avoid disastrous situations like:

-  **Extended downtime and outages**
-  **Poor performance and degradation**
-  **Security vulnerabilities**
-  **Lack of open source expertise**
-  **Compatibility and integration challenges**

Here's how we do it

INITIAL Alert

These are the four different ways issues are alerted:

Instametrics

400,000,000+ node hours of constant monitoring to detect abnormal behavior or potential problems brewing

Chat

Support Email

Console

DEV Teams

All issues are sent to our Dev Teams for further investigation and fixing

Long-term solutions are developed via new documentation and processes

New fixes and features are contributed to Open Source projects and communities



*The amount of time between ticket creation and initial triage by TechOps is **10 Minutes or less***

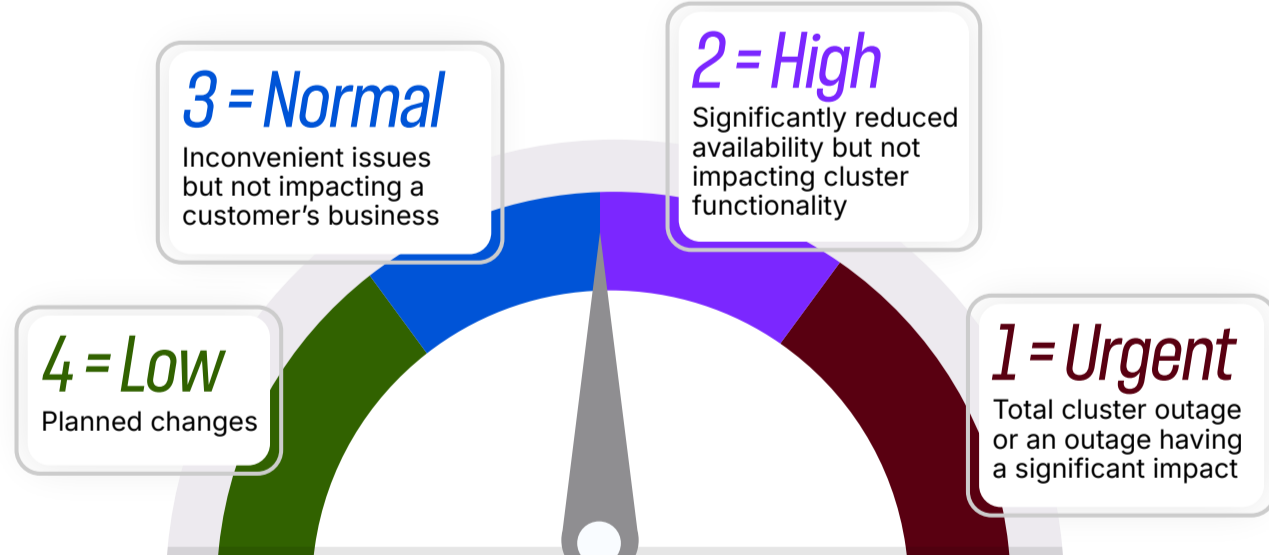


*Over **50%** of all tickets are resolved within the first **5 hours** of creation*

HOW SEVERE IS The Issue?

After triage, TechOps immediately classify each issue by severity level and assigns the right Incidence Response team to solve the problem as quickly as possible.

What do the severity levels look like? Here's a sample of each:



For a complete breakdown of the description of each severity level, see our **Subscription Specifications**.

EMERGENCY Response teams

Dynamic problems require dynamic teams to solve them.

When highly complex issues arise, Instaclustr assembles the sharpest minds from across the world, bringing diverse backgrounds and expertise together until the issue is resolved.

24x7 Global support

DevOps
Provisioning issues

TechOps
Ongoing ticket support and product expertise

Security
Vulnerabilities, exploits and security incidents

Store. Stream. Search. Analyze. Orchestrate.
No matter how you use your data, Instaclustr has the support to keep you going.

Get started today at Instaclustr.com and explore our managed platform, all backed by an incredible Support system.