



PASSENGER | ENTERPRISE

## Premium support

Our Premium Support for Passenger Enterprise grants you access to high-quality support, helps you prevent and solve disruptions, helps you optimize your infrastructure and allows you to focus on your core business.

### Key benefits

- **Receive expert advice**

Make use of a support team with experience in all parts of the stack, from the Linux kernel to Nginx and Apache to Ruby, Node.js and Python.

- **Prevent deployment pitfalls**

Our team has extensive experience in providing support to hundreds of companies of all sizes, and is able to address common and non-trivial deployment pitfalls before you push your application to production.

- **Solve issues immediately**

Turn your service level up to 24/7 with response times as low as 1 hour. When something goes wrong, we have your back and we'll help you get back to business as quickly as possible.

- **Receive full-stack support**

Even if you're not sure whether your issue is related to Passenger, we will help you identify the cause so that you know where to look, or even solve it altogether.

- **Achieve optimal performance**

Our tailor-made advice helps you to maximize your stack's performance, cut operational costs and maximize productivity.

*We received dedicated support and spoke personally with the Passenger engineers who were immediately able to assess our server environment and solve any issues we experienced. This level of proactive support ensured easy and successful use.*

- André Barros, Chief Product Officer at Taxweb

### Premium Services

#### Priority treatment

We will give priority to developing features and improvements in Passenger that meet your business needs.

#### Quarterly reports

We provide a quarterly report listing issues and solutions that may have had influence on the security, integrity or performance of your applications.

#### Full-stack consultancy

Consult with our experienced engineers for up to 24 hours, covering your full application stack.

# Support levels

We provide a variety of support levels so that you can strike the right balance between support level and budget concerns.

	Silver	Gold	Diamond	Platinum
Hours of coverage	Standard business hours		24x7 to high and urgent severity*	
Urgent / High response time	2 business days	1 business day	2 hours	1 hour
Medium / Low response time	3 business days			
Number of cases per year	12	Unlimited**		

### Support channels

E-mail support	✓	✓	✓	✓
IM support	✓	✓	✓	✓
Phone support		✓	✓	✓

### Services

Integrated analysis	✓	✓	✓	✓
Pro-active disruption prevention consultancy		✓	✓	✓
Performance optimization consultancy		✓	✓	✓
Prioritized development**,***		✓	✓	✓
Quarterly report		✓	✓	✓
Full-stack consultancy		4 hours/year	8 hours/year	24 hours/year

\* All low/medium severity issues are covered during standard business hours from 8 a.m. - 5 p.m. Mon-Fri (Central European Time CET). High/urgent severity issues are covered 24x7 for the Diamond and Platinum levels only.

\*\* Fair use policy applies

\*\*\* Clients with higher support levels get higher priority

### Questions? Contact us:

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