

SnapLogic Support Overview

We offer three tiers of support and global customer support 24 hours a day, 7 days a week – all based on your business needs.

Your business is unique, which means the kind of support you receive should reflect the needs of your business. That is why SnapLogic offers several choices for your support needs.

We're proud to offer three tiers of support in addition to global customer support 24 hours a day, 7 days a week. You can access our experts by web, email, or phone. You can also network with our robust, online community. SnapLogic Support by phone is available on three major continents to provide coverage during normal business hours. Off-business hours support is provided via the Online Support Center.

Our online customer support center makes it simple to submit and monitor cases. With our comprehensive Knowledge Base, Documentation site¹, and SnapLogic

Community² built in, the Support Center is the perfect way to get questions answered from our in-house experts or network with your peers on solutions.

“ The SnapLogic Support team’s responses were instantaneous. They were helpful, they were direct, and they really understood who we are and what solution we were trying to figure out.

Yousef Khan, CEO, PureStorage

¹Documentation site location: <https://doc.snaplogic.com> ²SnapLogic Community site location: <https://community.snaplogic.com/>

Global Customer Support

AMERICAS
9AM-6PM PT
Monday-Friday

EUROPE
8AM-5PM CET
Monday-Friday

APAC
8AM-5PM AEST
Monday-Friday



SnapLogic Customer Support Tiers

SnapLogic offers three tiers of support so our customers are able to select the level of support that is best aligned with the needs of their business.

		Silver	Gold	Platinum
Responsive-ness	P1 Response Time	1 Bus Day	2 hr	1 hr
	P2 Response Time	2 Bus Days	4 hr	2 hr
	P3 Response Time	3 Bus Days	1 Bus Day	4 hr
	P4 Response Time	4 Bus Days	2 Bus Days	1 Bus Day
	# of Cases	Unlimited	Unlimited	Unlimited
	# of Authorized Support Contacts	2	5	15
	Support Hours	8AM - 5PM at Customer HQ Location	24 x 7	24 x 7
Support	SnapLogic Community Access	Yes	Yes	Yes
	Web Support	Yes	Yes	Yes
	Email Support	Yes	Yes	Yes
	Phone Support	No	Yes	Yes
Success	Onboarding & Provisioning	Yes	Yes	Yes
	Beginner Training	Beginner (e-learning)	Beginner (Virtual/e-learning)	Beginner (Virtual/e-learning)
	# of Training Attendees (Beginner training)	10	20	30
	e-Learning Library Seats	2	5	15
	Escalation Support with Customer Support.	No	Yes	Yes (Named)
	# of Health Checks / Year	No	12	24
	Best Practice Sharing		Yes	Yes
	Long-Term Roadmap			Yes
	Two Tech Talk Sessions of choice			Yes
	Snaplex Architecture Review			Yes
Business Review			Yes	

Why SnapLogic?



UNIFIED

SnapLogic delivers a streaming architecture that supports real-time, event-based, batch and low-latency enterprise application and IoT integration requirements, while also handling data warehouses and big data integration needs like high volume, variety, and velocity.



PRODUCTIVE

SnapLogic's browser-based cloud service enables snap-and-assemble orchestrations in a drag-and-drop interface powerful enough for developers yet easy enough for "citizen integrators." Iris AI powers the Integration Assistant, delivering expert guidance to improve the speed and quality of building a data pipeline.



MODERN

Unlike traditional ETL and ESB technologies, SnapLogic is purpose-built for the cloud. The elastic execution grid, or Snaplex, runs in the cloud or behind the firewall.



CONNECTED

The SnapLogic Enterprise Integration Cloud provides more than 400+ pre-built application, IoT, and data integration connectors, called Snaps. Connect SaaS apps, analytics tools, big data sources, on-premises systems, technologies like REST and SOAP, and more. Or build your own custom Snaps.