

# OCS

oxide cloud services



SCOPE OF TECHNICAL  
**SUPPORT**

OXIDE equipment management

OXIDE network management

OXIDE maintenance Operations

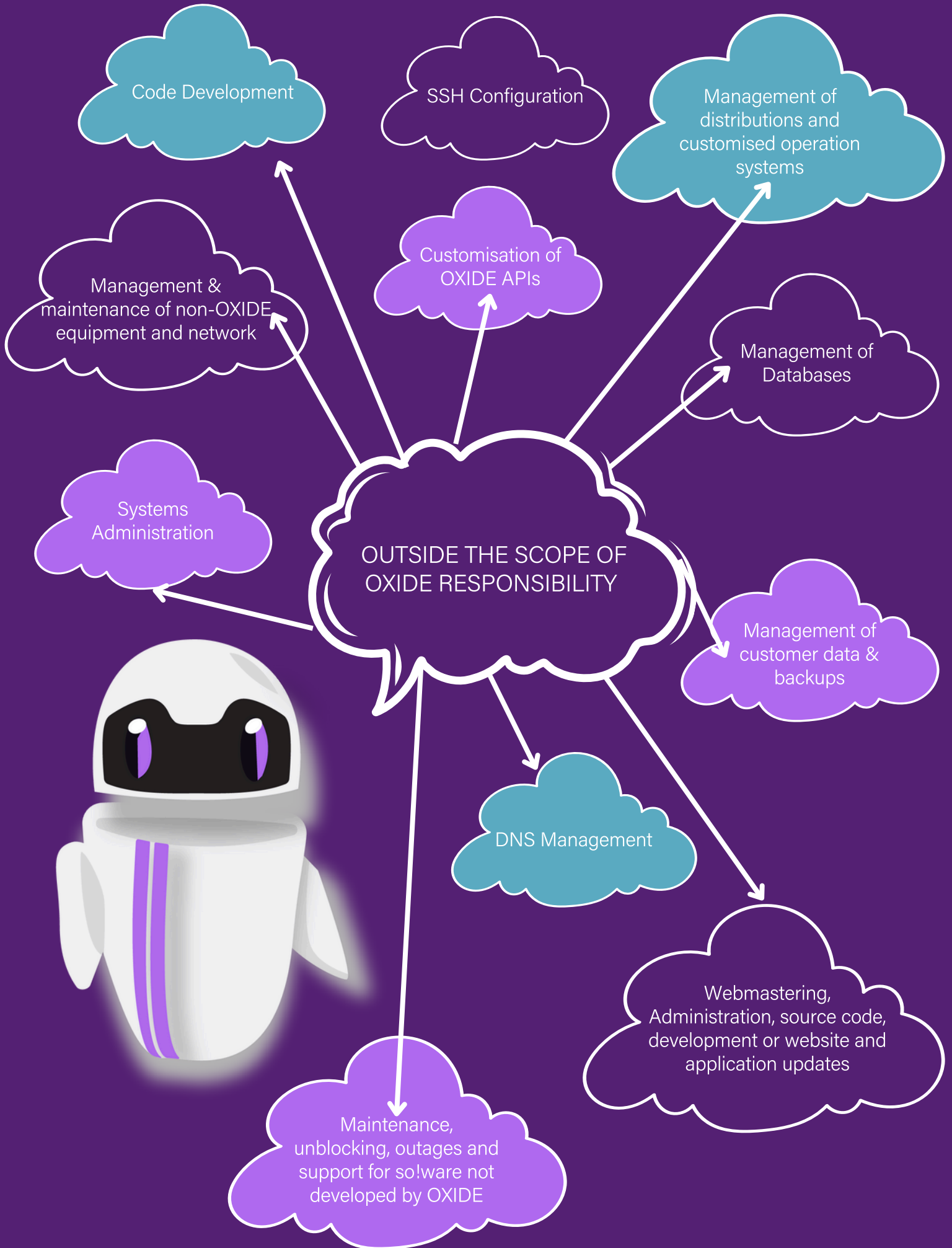
Resolution of problems linked to OXIDE platform updates

WITHIN THE SCOPE OF OXIDE RESPONSIBILITY

Resolution of problems linked to the functioning of OXIDE services

Resolution of problems linked to the functioning of OXIDE interface panel or APIs





# SUPPORT LEVELS



# STANDARD

## Standard Support Cost: Included



Monitoring and intervention in the event of infrastructure or platform failure



24/7/365 Platform Monitoring



Proactive communication in the event of an incident. (Service Status)



Online Support: guides, FAQ, OXIDE community



Incident management 8am - 5pm



Initial response time to emails: 8 hours

## Standard Support

# PREMIUM

Premium Support Cost:  
Contact Us



Monitoring and intervention in the event of infrastructure or platform failure



24/7/365 Platform Monitoring



Proactive communication in the event of an incident. (Service Status)



Online Support: guides, FAQ, OXIDE community



Incident management 24/7



Initial response time to emails:  
30 minutes



Support with using & configuring



OXIDE Solutions



Custom Onboarding















Custom annual review & continuous improvement plan

**Premium Support**

# ENTERPRISE

## Enterprise Support Cost: Contact Us

-  Monitoring and intervention in the event of infrastructure or platform failure
-  24/7/365 Platform Monitoring
-  Proactive communication in the event of an incident. (Service Status)
-  Online Support: guides, FAQ, OXIDE community
-  Incident management 24/7
-  Initial response time to emails: 15 minutes
-  Support with using & configuring OXIDE Solutions.
-  Custom Onboarding
-  Custom annual review & continuous improvement plan
-  Dedicated Account Manager
-  OXIDE roadmap access & workshops dedicated to technical solutions
-  Access to Solution Architects & Technical Engineers

**Enterprise Support**