

OXIDE

Platform as a Service



SCOPE OF TECHNICAL SUPPORT

**WITHIN THE SCOPE
OF OXIDE
RESPONSIBILITY**

**OXIDE equipment
management**

**OXIDE network
management**

**OXIDE
maintenance
Operations**

**Resolution of
problems linked
to OXIDE
platform updates**

**Resolution of
problems linked to
the functioning of
OXIDE services**

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

OXIDE
Platform as a Service



OXIDE

Platform as a Service



SUPPORT LEVELS

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

OXIDE

Platform as a Service

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

OXIDE

Platform as a Service

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

OXIDE
Platform as a Service