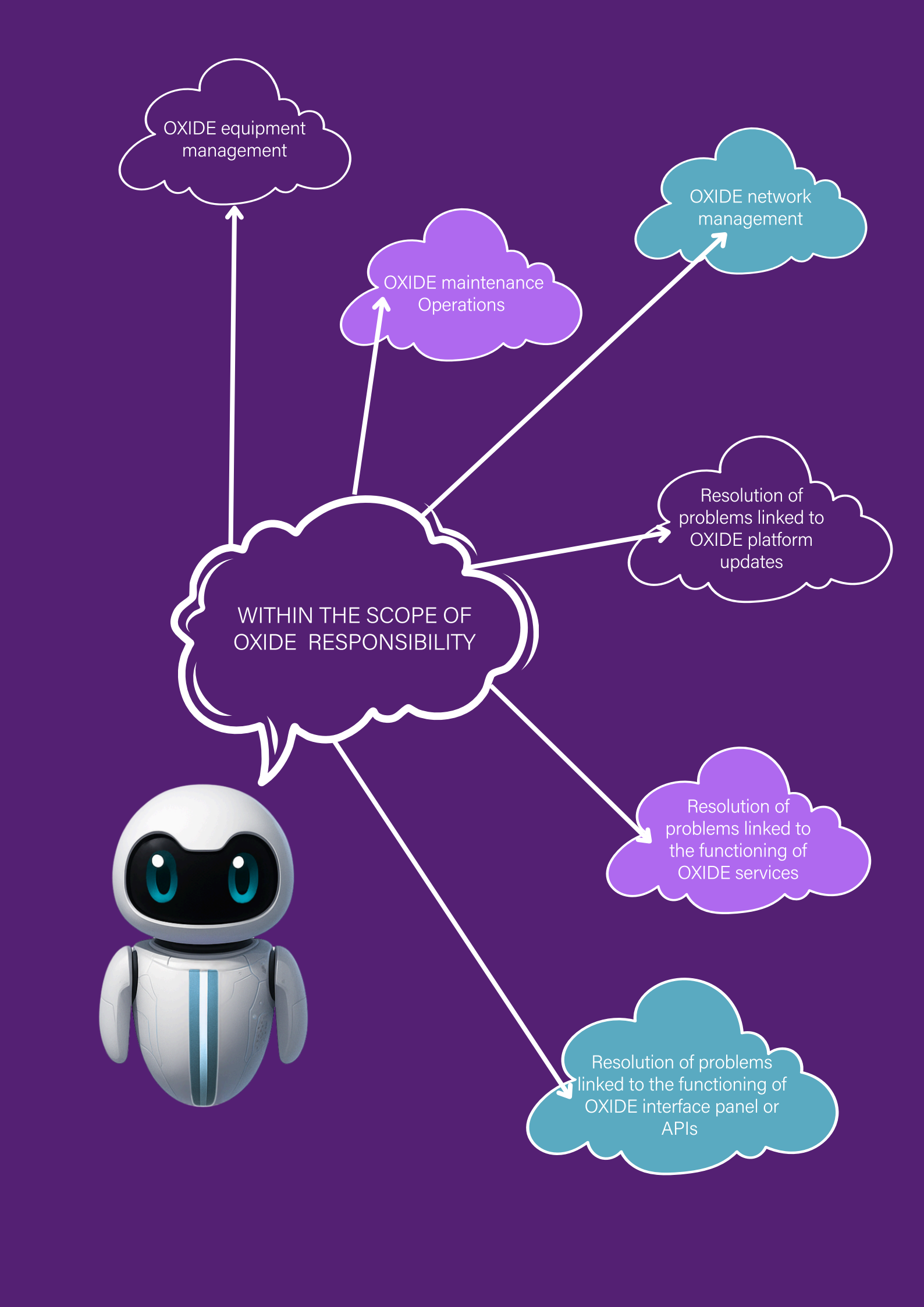
OCS

oxide cloud services

SCOPE OF TECHNICAL SUPPORT


OXIDE equipment management
OXIDE maintenance Operations
OXIDE network management
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

Code Development

SSH Configuration

Management of distributions and customised operation systems

Management & maintenance of non-OXIDE equipment and network

Customisation of OXIDE APIs

Management of Databases

Systems Administration

OUTSIDE THE SCOPE OF OXIDE RESPONSIBILITY

Management of customer data & backups

DNS Management

Webmastering, Administration, source code, development or website and application updates

Maintenance, unblocking, outages and support for so!ware not developed by OXIDE

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