Sourcegraph

Premium Support

Allowing customers an enhanced support experience leading to faster time to resolution, more personalized support services, and priority support.

Faster time to resolution

High level collaboration with the support team

Direct access to the support team through

Overview

Our Sourcegraph Support team offers a variety of enhanced services focused on providing a higher quality support experience through priority support, dedicated technical expertise, and more personalized services.

Outcomes

- ✓ Ensure customer administrators and users receive faster support
- ✓ In depth understanding of your individual needs and technical landscape to provide a more personalized support experience
- ✓ Around the clock support for critical issues

Benefits

- ✓ Potential for faster resolution time on complex issues
- ✓ More personalized and collaborative and efficient support
- ✓ Broader SLA coverage for critical issues

Packages

Slack Technical Support

- ✓ Direct Access to conversational support through a dedicated Slack channel for handling all support issues
- ✓ Ability to add users and admins to the Slack channel, providing direct, visible, and often faster support

$10,000 annually

Dedicated Support

- ✓ Easier and more consisted support with named Senior Support Engineers that will learn your environment and technical landscape to provide higher quality support
- ✓ Catered upgrade assistance
- ✓ Dedicated Support Slack channel for handling issues

Starting at $100,000 annually

Premium Support SLAs

- ✓ 24x7 Support SLAs for P0 and P1 issues, coving beyond our typical hours and standard SLAs
- ✓ Priority support ticket handling
- ✓ Dedicated Support Slack channel for handling issues

Starting at $150,000 annually

Talk to your account team today about how Premium Support can work with you!