

Idera Database Tools Support Packages

TOP PREMIUM BENEFITS



Priority email and phone line support



Automatic escalation to Premium Support Engineering staff



Exclusive Technical Premium Support Services

Support Service	Standard	Premium
Case reporting and management via a web-based Customer Portal	●	●
Access to major product feature updates, minor improvements and bug fixes	●	●
Access to a comprehensive online knowledge center	●	●
Priority email and phone line support		●
Automatic escalation to Premium Support Engineering staff		●
Direct access to a named Customer Success Manager on request		●
Request Remote Sessions with Screen Sharing		●
Technical Premium Support Services		
– Training		●*
– Customizations		
– Migration/Upgrade Assistance		
(For ER/Studio Only) Quick Start training for new users		
– Professional training by eModelers - the official ER/Studio Training Partner		●
– 1 free course seat each year per 5 registered users (\$995 USD value)		
– 15% Premium Customer discount on all other trainings		
Priority consideration of product enhancement or other change requests		●
Roadmap and strategy briefings with the product team		1 per quarter at user request
Exclusive access to product preview programs		●
COMING SOON - Exclusive access to a vast library of technical industry resources, webinars and other content from well known database experts		●
Free 6-month license of another select IDERA product		●