

Premium Support

A comprehensive and personalized support experience.

What is Premium Support?

Get the responsiveness you need to support your business-critical Skuid applications with Premium Support. This package is great for businesses that require more comprehensive and personalized support experiences. Enjoy peace of mind knowing Skuid's expert staff is available to assist with your most pressing support needs.

What's included with Premium Support?

Phone support

Premium Support customers who have access to Skuid support 18 hours a day, five days a week. Weekday coverage includes 3am–9pm ET (9am–3am CET).

If a customer requires support outside regular business hours, this can be arranged through the Skuid professional services team.

Access to case management system

Premium Support customers will have direct access to a secure case management system to submit, review, and privately track issues 24/7.

Customers will have an assigned primary support contact who will correspond with them about their cases as they progress through the system. Customers will also be able to view an entire history of their Premium Support cases.

At any given time, customers may view a Plan of Action, including the current case status, next steps, and upcoming customer contact by accessing Skuid's cloud-based support case management system.

Named primary Support Engineer

Premium Support customers are assigned a primary Skuid-certified support engineer who will partner with each customer to answer questions, troubleshoot concerns, reproduce issues, and drive issues to resolution. The primary support engineer will engage as the first point of contact if they are available.

Accelerated response times

Premium Support customers get rapid response times and proactive prioritized case handling as detailed in the Premium Service Level Goals (SLG's) listed below.

Unlimited support cases

Premium Support customers may open an unlimited number of cases in a calendar year.

Escalation updates, actions, and management calls

The Support Engineer managing your case will provide status updates and maintain a current Plan of Action, which will be available to you at any time through the case management system. The Support Engineer will also engage additional Skuid technical resources as required to assist in escalated case resolution.

In the event the problem is related to interoperability with other software, your Skuid Support Engineer will assist you in communicating with other vendors and coordinating troubleshooting efforts that have taken place as part of the handoff.

Monthly case reporting

Case history reporting for Premium Support customers will be provided on a monthly basis to recap issues, trends, and potential areas of improvement.

Business review

Ensure you're getting the most value out of your Skuid investment with an annual Customer Business Review "CBR." During the CBR, we will focus on topics such as your top line priorities, subscription utilization, key developments, service engagement and opportunities, support activity, and upcoming engagements and projects.

Service level goals (SLGs)

When initiating a new case with Skuid, the customer will establish the urgency required for their specific issue.

The Skuid support team will respond based on the following guidelines:

Level I	Critical	1 hour
Level II	Urgent	4 hours
Level III	High	Next business day
Level IV	Low	1 week

Five named contacts

Each Premium Support customer will designate up to five named contacts authorized to work directly with the Skuid technical support team.

Named contacts should have administrator access and a thorough understanding of their software systems, and Skuid functionality.

Global services offerings

[Professional Services](#) can assist in scoping, designing, and implementing stable Skuid solutions.

[Educational Services](#) help customers become proficient in building solutions using essential Skuid functions.

[Technical Support](#) helps customers maintain their current Skuid environment and provides break fix solutions when product issues arise.