

# Streamlio Support

Expert support for leading technology for streaming messaging, processing and storage

Streamlio was founded by the team that co-created and operated the real-time data messaging and processing platforms used in production at Twitter and Yahoo. Based on that technology and experience, Streamlio created the Streamlio Intelligent Platform for Fast Data. Powered by Apache Pulsar, the Streamlio platform provides an enterprise-class solution for connecting, processing and storing data in motion based on proven open source technology.

Streamlio's team of experts provides enterprise support for the Streamlio platform. Streamlio support offers incident troubleshooting and resolution as well as technical assistance deploying, operating and developing for the Streamlio platform. Streamlio support is available for on-premises, hybrid and public cloud deployments of the Streamlio platform.

## Product Offerings

Streamlio provides access to the Streamlio Intelligent Platform for Fast Data through the following offerings:

- **Streamlio Platform:** an integrated software package for customer-managed deployments running in private datacenters, public clouds or hybrid environments.
- **Streamlio Cloud:** a cloud-native offering of the Streamlio platform that is managed and operated in supported public cloud infrastructure by the experts at Streamlio.

These offerings are provided in functionality packages tailored to meet a range of use cases and requirements. Please see the appropriate product datasheets for more information about available packages.

## Support Offerings

Subscriptions to the Streamlio Platform and Streamlio Cloud include Streamlio support. Streamlio Support is offered in multiple tiers to meet the needs of a variety of deployments.

- **Silver Support:** designed for non-critical deployments, Silver Support provides SLA-driven, business hours support through Streamlio online support channels.
- **Gold Support:** for critical production deployments, Gold Support provides round-the-clock support and faster SLAs in addition to the resources included in Silver Support.

The comparison table below summarizes the key components of each of these support tiers.

	Silver Support	Gold Support
Support hours	8am - 6pm M - F	24 x 7 coverage
Incident response time	(see below)	
Documentation	●	●
Private forums	●	●
Support ticketing portal	●	●
Named support contacts	1	3

Support hours for Silver Support are defined by US Central or Central European time zones, as selected by the customer.

## Severity Levels and Response Times

For support tickets filed via Streamlio's official support ticketing system, incident severity levels and response time service levels are defined as indicated in the following table.

Level	Definition	Silver Support	Gold Support
Severity 1 (Urgent)	Production outage, no workaround	8 hours	1 hour
Severity 2 (High)	Significant production degradation	1 business day	4 hours
Severity 3 (Medium)	Non-production incident or workaround exists	2 business days	12 hours
Severity 4 (Low)	Information and feature requests	2 business days	48 hours

## Pricing

Streamlio provides licensing and support for the Streamlio platform as a combined offering. Pricing is calculated based on the following factors:

- **Deployment Type:** either a customer-managed deployment of the Streamlio Platform or a Streamlio Cloud deployment managed by Streamlio.
- **Product Package:** the supported feature and functionality package chosen for the deployment.
- **Support Tier:** the support tier chosen for the Streamlio platform deployment.

Streamlio pricing scales based on the size of the deployment, determined as follows:

- **Streamlio Cloud:** Streamlio Cloud is offered in multiple standard configuration sizes, priced per configuration; for custom configurations, pricing scales based on the total number of cores and the storage retention capacity of the cluster.
- **Streamlio Platform:** for customer-managed deployments of the Streamlio platform, pricing scales based on the total number of cores used for processing and the storage retention capacity of the cluster.

Note that infrastructure costs (e.g. cost of server hardware, cloud resources, etc.) are not included in Streamlio pricing for customer-managed nor Streamlio Cloud deployments. Such costs are the responsibility of the customer.

For more details regarding Streamlio Cloud and Streamlio Platform product packages, please refer to the datasheets for those products.

## For More Information

Complete details and definitions regarding the terms and conditions for Streamlio product and support offerings are included in Streamlio subscription agreements and order forms.

More information about the features and functionality in the Streamlio platform and the open source software powering that platform can be found online, including in the following resources:

- Streamlio website: <https://streaml.io>
- Streamlio documentation: <https://streaml.io/docs>
- Streamlio blog: <https://streaml.io/blog>
- Apache Pulsar project home page: <https://pulsar.apache.org/>
- Apache BookKeeper project home page: <https://bookkeeper.apache.org>

