Swimlane Support

Select the support package that fits you

This datasheet provides information regarding the Swimlane Premium and Standard Support packages. Learn about the features and benefits of each package, and all the ways to reach Swimlane Technical Support for assistance.

Priority Classification:

Priority Number	Priority Level	Impact	Priority Description
P1	Urgent	Production system is down	An issue where the product or platform is unavailable or is so seriously impaired that it is unusable, and no alternative is available
P2	High	Major business impact	An issue that substantially impairs a customer's ability to use one or more features of the Swimlane product or platform.
P3	Normal	General business impact	An issue that minimally impairs a customer's ability to use the core functions of the Swimlane product or platform.
P4	Low	Low impact	All other issues

Support Benefit and Feature Comparison:

Support Feature	Description	Premium Support	Standard Support
Technical Support	Remote technical support Support request are requested via: 1) Portal: Swimlane Support Portal 2) Email: support@swimlane.com Troubleshooting with remote resources, e.g., Screen Sharing, SFTP, & other related tools	24x7 P1 support, excluding regional holidays P2-P4 12x5 support 6am-6pm weekdays in your region Response times based on priority from initial customer contact/escalation	P1-P4 12x5 support 6am-6pm weekdays in your region Response times based on priority from initial customer contact/escalation
Pricing	Amount charged for services provided	A paid service as a percentage of the contract purchase	Included in product purchase

Standard Support Response and Resolution Time Goals:

Priority Level	Standard Support Package					
	Initial Response Time*	Resolution Time by Resolution				
		Roll-back to Known Good State (If available)	Target Workaround Time	Update to End User Documentation	Target Resolution Time	Fix in the form of regular product release
P1	4 hours	2 days	2 days	5 days	10 days	120 days
P2	2 days	5 days	5 days	5 days	20 days	120 days
P3	7 days	10 days	10 days	10 days	N/A	N/A
P4	12 days	15 days	15 days	15 days	N/A	N/A

Standard Terms:
-All standard support "days" are business days, not including holidays
-Goals do not apply to any: (a) features or services designated alpha or beta, (b) features or services that are end-of-support; or (c) networking or internet disruptions outside of Swimlane's reasonable control; or (d) errors caused by factors outside of Swimlane's reasonable control such as those that resulted from customer's software or hardware or third party software or hardware, or both.

Premium Support Response and Resolution Time Goals:

Priority Level	Premium Support Package					
	Initial Response Time*	Resolution Time by Resolution				
		Roll-Back to Known Good State (If available)	Target Workaround Time	Update to End User Documentation	Target Resolution Time	Fix in the form of regular product release
P1 - 24X7 Support	30 Minutes	1 day	1 day	5 days	10 days	120 days
P2	1 day	2 days	5 days	5 days	20 days	120 days
P3	5 days	10 days	10 days	10 days	N/A	N/A
P4	10 days	15 days	15 days	15 days	N/A	N/A

Premium Terms:
- All premium support "days" are business days, not including holidays, except for P1 issues, which are 24x7, not including holidays
- Goals do not apply to any: (a) features or services designated alpha or beta, (b) features or services that are end-of-support; or (c) networking or internet disruptions outside of Swimlane's reasonable control; or (d) errors caused by factors outside of Swimlane's reasonable control such as those that resulted from customer's software or hardware or third party software or hardware, or both.
- P1 includes critical security vulnerabilities

Support Hours:

Region	Business Hours/ Days
North America	6:00AM-6:00PM Mountain Time ("Support Hours"), Monday-Friday (each a "Business Day"), excluding locally observed Swimlane holidays.
APJC	6:00AM-6:00PM Australian Eastern Time ("Support Hours"), Monday-Friday (each a "Business Day"), excluding locally observed Swimlane holidays.
EMEA	6:00AM-6:00PM Greenwich Mean Time/British Time ("Support Hours"), Monday-Friday (each a "Business Day"), excluding locally observed Swimlane holidays.

Questions

For more information about Swimlane Support packages offered, please contact either your Account Manager or Customer Success Manager. To learn more visit https://swimlane.com/services/support or raise a question directly via the Swimlane Support Portal