TURBO.NET

Turbo.net Support Programs

Turbo.net support plans ensure continuous and perpetual support for the critical applications that keep your enterprise running smoothly.

With over a decade of experience in application virtualization and container technology, Turbo.net's staff engineers and consultants bring the strength of the world's leading experts in business application delivery to your organization.

Support Options

Turbo.net offers a variety of support options ranging from basic support for consumer tier users to 24x7x365 dedicated engineers. Select a plan that best fits your requirements.

Professional Services are also available to handle implementation and integration of Turbo.net products, including application packaging, legacy application compatibility support, user experience customization, and integration with third-party and custom compute, storage, and delivery systems.

Turbo.net Professional Services assure rapid and high quality completion of your most challenging digital transformation projects.

Program	Coverage Type	Response Target	Cost
Dedicated On-Site Engineer	On-Site Resource + Remote 24x7x365	Severity 1: 20 min Severity 2: 1-2 hours Severity 3: 1-2 hours	$250,000
Elite 365	24x7x365	Severity 1: 1 hour Severity 2: 4 hours Severity 3: 24 hours	$100,000
Elite	Normal business hours	Severity 1: 1 hour Severity 2: 4 hours Severity 3: 24 hours	$50,000
Standard	Normal business hours	24-48 hours	Requires active subscription. Requires purchase of support hour pack.
Basic	Knowledge Base, FAQ, documentation with email-based support	NA	Free
Professional Services	Senior Consulting Engineer	Scheduled on request	$395 / hour Bulk discounts available.

Support Program Details

Dedicated On-Site Engineer

- Dedicated senior engineer that works on-site and/or remotely with your organization to develop, integrate, and provide ongoing support for Turbo.net-based solutions
- Includes Elite 365 support benefits

Elite 365

- 24x7x365 support
- Includes all other Elite Program benefits

Elite

- Support during normal business hours
- Assigned primary and backup Technical Account Managers
- Quarterly on-site business review by Engagement Team
- Priority technical support resolution
- Weekly technical support cases updates
- Technical Account Manager and Engagement Team that knows your IT environment and initiatives
- Architectural design and implementation recommendations for all Turbo-related initiatives
- Includes unlimited application packaging support

Standard

- Receive latest Turbo.net product updates and patches
- General product inquiries
- Support during normal business hours
- Requires purchase of pre-paid support hours pack

Basic

- Access to online documentation, FAQ, and knowledge base
- Email-based support, response on "as available" basis

Professional Services

- Custom application packaging
- Application and user experience customization
- Integration services with third-party and custom compute, storage, portals, and other system components
- Available in packs of 5 hours at $395 per hour. Discounts available for bulk purchases.

Turbo.net normal business hours are Monday through Friday, 9am through 5pm Pacific Time, excluding national holidays.

Severity Level Definitions

Severity 1 (High)	The application is in production and is mission critical to the business. The product is inoperable and the situation is resulting in a total business disruption. There is no workaround available.
Severity 2 (Medium)	Application operations are restricted. Important features are unavailable, although work can continue in a limited fashion. A workaround is available and allowing business to continue in some manner.
Severity 3 (Low)	There is no significant impact to business. Non-essential features may not be available or functioning properly. This may also include requests for documentation, general information, product enhancement requests, etc; or a workaround is available that allows business to continue functioning.

Customer Applications and Data

Customers and partners acknowledge that Turbo.net may require access to certain customer systems, software, hardware, data, third-party applications or other information or materials to adequately provide implementation services and/or to diagnose and resolve issues. Inability to access these resources or to reproduce a customer's environment may prevent Turbo.net from providing support issues.

Customers and/or partners are responsible for obtaining all necessary licenses, consents, and permissions for any applications, services, data, or any other customer resources required by Turbo.net in the course of providing support services. Customers and/or partners will not provide Turbo.net to any such software, data, or resources without obtaining necessary licenses or permissions, and shall indemnify Turbo.net against any claims arising from unlicensed or unlawful use of the same.

Customers and partners acknowledge that computer systems or data provided may be altered or damaged in the course of testing and troubleshooting, and shall take all appropriate measures to backup any applicable systems prior to conduct of any applicable support services.