

# Drupal Application Site Support

For sites hosted on Platform.sh

**Confidence and knowledge.** Platform.sh Drupal Application Support leverages our history of building Drupal websites and writing software to research, resolve and deploy solutions for your most challenging issues making sure your site is always available. We do more than just consult. We get the job done, removing the risk from your Drupal projects while preserving the benefits of using open source software.



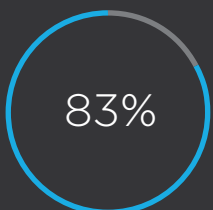
Our team of experts is available to assist you, 24/7, to quickly assess your problem or question and exploit their numerous years of experience solving Drupal issues to get you back to operations fast. We dive into the sites' Drupal functionality, administration, customization, or availability and resolve problems, from wherever they originate.



Drupal Application Support perfectly compliments the Platform.sh Product Support that is included in every hosting package. With Drupal Application Support you benefit from our deep insights into the entire running application, from the infrastructure layers into the code itself. Best of all, you have just one point of contact for all of your support needs.

## Platform.sh Drupal Application Support includes:

- Comprehensive Onboarding & Site Audit
- First point-of-contact customer service (Level 1)
- Access to Drupal experts (Level 2, 3)
- Support for all Drupal modules (core & bespoke)
- Core and contributed module update service
- Service Level Agreements for response times



83% of support survey participants said that their support center is critical or important to their enterprise

The New Contact Center Best Practices, Benchmark Portal

# SUPPORT PACKAGES

Standard  
Drupal Application  
Support

Enterprise  
Drupal Application  
Support

## SUPPORT HOURS AND SLA RESPONSE TIMES

Support hours per month	8	16
Priority 1 issues 24/7 coverage	<4 hours	<2 hours
Priority 2 issues	<2 bus days	<1 bus day

## COVERAGE

Business hours for all support issues (9am - 6pm CET & EST)	✓	✓
24/7 for Priority 1 issues	✓	✓
Restoration of Site Functionality	✓	✓
Onboarding and Support Training	✓	✓
Account Manager assigned to your project	✓	✓
Critical Security Update Notification and Instruction	✓	✓
Critical Security Updates Deployed within 24 hours		✓
Updates to core and contrib modules	✓	✓

## PRICING

	Set-Up, Audit & Onboarding	Standard - 8 hours		Enterprise - 16 hours	
		per month	per year	per month	per year
USD	\$3,000	\$2,250	\$27,000	\$4,500	\$54,000
EUR	€2,500	€1,800	€21,600	€3,600	€43,200
GBP	£2,000	£1,440	£17,280	£2,875	£34,500

### Support Priority Levels

**Priority 1 (P1)** – A catastrophic production problem within the Drupal software that severely impacts the production systems, or because of which Customer’s production systems are down or not functioning, or that results in a loss of production data and no workaround exists. Platform.sh will use continuous efforts per agreed-upon SLA, with appropriate escalation to Senior Management, to provide a resolution for any P1 problem as soon as is commercially reasonable.

**Priority 2 (P2)** – A problem within the Drupal Software where the Customer’s system is functioning but in a reduced capacity, or the problem is causing significant impact to portions of the Partner’s business operations and productivity, or the software is exposed to potential loss or interruption of service. Platform.sh will use reasonable efforts per agreed upon SLA to provide a resolution for any P2 problem as soon as is commercially reasonable.

**Priority 3 (P3)** – A medium-to-low-impact problem within the Drupal software that involves partial and/or non-critical loss of functionality, or that impairs some operations but allows the Customer’s operations to continue to function. Problems for which there is limited or no loss of functionality or impact to the site’s operation and for which there is an easy workaround qualify as P3. Platform.sh will use efforts to provide a resolution for any P3 problem in time for the next minor release of the software.

### Need help picking a package? Got questions?

For a consultation or custom package estimate today contact us at [sales@platform.sh](mailto:sales@platform.sh) or visit <https://platform.sh>.

