

Open Source Log Agent Supported Option

Open Source is a great foundation – but sometimes you need a fully supported approach. Get the best of both worlds with an observIQ Paid Support Plan for your Open Source Log Agents.

Customers needing a support plan for the observIQ Open Source Log Agent can elect to sign up for a paid support plan that is sized to the number of agents deployed in your production environment.

While GitHub is a valuable resource for customers to gain access to information, pointers from our technical team and the open source community, some customers may require a higher level of customer service. That's why observIQ provides a paid support option for customers needing follow-the-sun support with escalation, target response service level agreements, and an account management team.

Support Issue Severity and Service Level Agreements

observIQ offers email and phone support to respond to customer support issues. Below you will find details outlining our Service Level Agreements (SLAs) for response times based on issue severity.

When submitting support issues to observIQ, it's important to provide all information and assistance reasonably required to diagnose and resolve the issue. This includes documentation, setup information, application knowledge, listing of any output, detailed steps required so that observIQ can replicate the problem, exact wording of error messages and any other data that observIQ reasonably may request in order to reproduce operating conditions similar to those present when the error occurred. (Note: a full list of support requirements is available in our observIQ Support Agreement for customers.)

observIQ offers Enterprise and Professional support packages for customers with specific response targets based on the tier customers select.

The next page outlines the classifications and SLAs that we have available today.

Classification:

The Errors shall be classified as set forth below.

Severity	Criteria
1. Urgent	An Error which results in a total failure of the software which results in a production outage. Note: Subscribers may be asked to verify production outage.
2. High	An Error which results in the software unusable being or subject to major restrictions on essential functions of such software.
3. Normal	An Error which disables only certain non-essential functions of the software, or which causes performance degradations not critical to the software.
4. Low	A request for information, an enhancement, or documentation clarification regarding the software but there is no impact on the operation of the software or loss of service.

Corrective Action:

Upon receipt from Subscriber of a report of an Error, observIQ shall use commercially reasonable efforts to begin attempting to resolve the reported Error within the following time period:

	Enterprise Support	Professional Support
Hours of Availability	24x7 (Sev-1 Urgent)	9AM-5PM ET (US) Monday - Friday
Severity 1 – Urgent Initial Response Target	90 minutes	8 business hours
Severity 2 – High Initial Response Target	4 business hours	16 business hours
Severity 3 – Normal Initial Response Target	8 business hours	24 business hours
Severity 4 – Low Initial Response Target	24 business hours	32 business hours
Technical Contacts Allowed	4	2
PRICING	Per agent (\$300 1-year subscription or \$25 per month)	Per agent (\$180 1-year subscription or \$15 per month)

Fee Approach

Customers have two options in terms of pricing – an Enterprise support plan and a Professional plan. Customers can request more information about our pricing by emailing sales@observIQlabs.com, or go to <http://www.observiqlabs.com/> and fill out the contact request form. Support plan pricing is based on the number of agents you have deployed in your environment either in the cloud or on-premises. Volume pricing discounts are available.

About observIQ

At observIQ, we're laser-focused on developing powerful, high-performance, and simple-to-use tools and platforms.

What we've found after years of specific focus on the monitoring space and talking to hundreds of customers is that there is a gap in the log management space. The growth in log data has been exponential and the tools to monitor logs haven't kept up with that expansion. Some of the largest organizations in the world are struggling to solve the challenge of shipping terabytes of log data every day, or every hour.

The bottleneck is often at the agent level. We worked hand-in-hand with some of our largest customers to develop a new, high-performance, highly configurable, open source log agent capable of meeting their needs. This is the foundation of observIQ.



3225 N. Evergreen Drive NE, Suite 103
Grand Rapids, MI 49525
(616) 719-4550

observIQlabs.com

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