



PARTNER SUPPORT PLAN

Cloudmania provides flexible partner support plans aligned to the level you need. Simplify, fast track and strengthen your capability to support your customers in the cloud by utilising our expertise.

Service	Description	Pre-Sales	Post-Sales	Unified
Best for	Who would benefit from the support plan?	Partners who require support with understanding/showcasing the value of the cloud	Partners who have sold a solution and require post-sale support	Partners who require both pre-sales and post-sales support
Support Delivery	To who will Cloudmania deliver the support?	Partner ¹	Partner ¹	Partner ¹
Problem Resolution Support	Reactive support	n/a	5 cases per month	10 cases per month
Proactive support	Pre-sales: workshops, assessments and consults Post-sale: solution development/integration support and consults	10 hours per month	10 hours per month	20 hours per month
Initial Response Time	Response time (in hours) based on the request type	Within 4 hours	A: 2 hours B: 4 hours C: 6 hours	Pre-sales plan: within 2 hours Post-sales plan: A: 1 hour B: 2 hours C: 4 hours
Account management	Access to account and technical resources	Partner Development Manager (PDM) Partner Technical Support (PTS)	PDM PTS	PDM PTS
Microsoft prioritised support	Prioritised ticket escalation SLA from Microsoft to Cloudmania	A: 2 hours B: 3 hours C: 4 hours	A: 2 hours B: 3 hours C: 4 hours	A: 1 hour B: 2 hours C: 4 hours
Certification support	Support with certification/competency development	Quarterly review	n/a	Monthly review Exam vouchers available ²



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NOTES

- ¹ Cloudmania will only support/advise the partner and not the end customer.
- Should Cloudmania be required to support the end customer directly, then a separate bill will be shared with the customer for those services.
- ² Availability of Exam vouchers will be confirmed upon request and dependent on the partner revenue.
- Any hours/cases not utilised shall not be carried over to the next month.
- Should the limit of hours/cases be exhausted, the customer will be required to approve separate billed hours/cases.
- A Cloudmania Liquid cloud engineer is required to scope the ticket to verify whether the requirement is within the scope of the support plan.
- Where applicable, a SOW will be shared prior to any work commencing.
- All support provided within Office hours: (GMT+2) Monday – Friday 08:00 - 17:00 excl public holidays.
- A: Significant loss or degradation of services (application down).
- B: Moderate loss or degradation of services but work can reasonably continue.
- C: Substantially functioning with minor or no impediments of services.
- Cloudmania will be the first responder to the ticket based on the SLA defined and will escalate to Microsoft on a “as and when required” basis which Liquid will determine.
- The partner must ensure timely availability of representative(s) when resolving a service-related incident/request.
- The initial response time as defined in the support plan acts as the time at which Cloudmania will respond to the partners query based on the level of severity of the request type. This time does not reflect the time it would take to resolve the request.
- Pricing excludes VAT or any other tax to be paid by the customer.