

# Support for every customer in every data environment

Cloudera Government Support offers three levels of support dedicated to your success as you build and expand your enterprise data cloud platform. We work with you through every phase of your journey to Cloudera Data Platform (CDP)—from initial design through deployment and ongoing maintenance and optimization. With Cloudera Government Support, featuring the industry’s only proactive and predictive support capabilities, you’ll experience more uptime, faster issue resolution and delivery of all the features you care about, as well as better performance for your mission-critical applications.



## Best-in-Class Support from the Leader in Enterprise Data Platforms

- End-to-End Coverage
- Flexible Support
  - 24x7 (Monday-Sunday) Severity 1 Cleared Support
  - 8x5 (Monday-Friday) Severity 2-4 Cleared Support
- Support for Workflows and Escalation Process
- Ongoing Account Health Checks
- Air Gap Tooling for Sensitive Data
- Proactive Support Throughout Lifecycle
- Scheduled Cloudera Enterprise and Manager Releases
- Thorough Documentation
- Rich Knowledge Base on Core Technical Topics
- Solution Guides & Production Summaries
- Community Advocacy

Cloudera Government Support provides cleared US Citizens on US soil experts for every Cloudera offering—from the edge to AI—including all legacy Cloudera and Hortonworks components.

## Cloudera Government Support Levels

### U.S. CITIZEN ON U.S. SOIL (USCUSS)

- ✓ Verified U.S. Citizens on U.S. Soil experts for every component on CDP
- ✓ Customer advocate for onboarding and case escalation services
- ✓ Hours of Operation: 24x7 for Severity 1 | 8x5 for Severity 2-4

### PREMIER

- ✓ Verified U.S. Citizens on U.S. Soil experts for every component on the CDP
- ✓ **Hours of Operation**—24x7 for Severity 1 | 8x5 for Severity 2-4
- ✓ **Cloudera Cleared Support**—A cleared expert, up to TS/SCI FS Poly, for every component of CDP
- ✓ **Cloudera Designated Support Engineer (DSE)**—A cleared expert product engineer who is designated for onsite troubleshooting with up to 25 onsite visits per year
- ✓ **Cloudera Premier Support Engineer (PSE)**—A cleared semi-technical resource who is 25% dedicated with a 4:1 client ratio and up to 10 onsite visits per year to assist with upgrades, patches, demonstrations, etc. The PSE can visit at the customer's request within a day's count or on a quarterly basis
- ✓ **Premier Center of Excellence (CenEx)**—The CenEx team partners with the PSE to instill best practices that optimize and stabilize production environments
- ✓ **VIP Live Education Sessions**—The PSE provides intimate webinars with Cloudera leaders such as Product Managers and lead engineers to share key messages and engage in an interactive Q&A session with customers

### PREMIER PLUS

- ✓ Provides verified U.S. Citizens on U.S. Soil experts for every component on CDP
- ✓ **Hours of Operation**—24x7 for Severity 1 and 8x5 for Severity 2-4
- ✓ **Cloudera Cleared Support**—A cleared expert, up to TS/SCI FS Poly, for every component of CDP
- ✓ **Cloudera Designated Support Engineer (DSE)**—A cleared expert product engineers who is designated for onsite troubleshooting with up to 50 onsite visits per year
- ✓ **Cloudera Premier Support Engineer (PSE)**—A cleared semi-technical resource who is 50% dedicated with a 2:1 client ratio and up to 20 onsite visits per year to assist with upgrades, patches, demonstrations, etc. The PSE can visit at the customer's request within a day's count or on a quarterly basis
- ✓ **Premier Center of Excellence (CenEx)**—The CenEx team partners with the PSE to instill best practices that optimize and stabilize production environments
- ✓ **VIP Live Education Sessions**—The PSE provides intimate webinars with Cloudera leaders such as Product Managers and lead engineers to share key messages and engage in an interactive Q&A session with customers

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