

# Support Offerings

## World-Class Support: Solutions That Build Relationships

Aster Data's proven leadership in big data management and advanced analytics is backed by market-leading customer service and support. The support team provides innovative, flexible, and cost-effective solutions that reflect our commitment to successful, long-term customer relationships. The Aster Data® support team knows that unscheduled downtime often imposes unanticipated costs. As a result, we are dedicated to providing the industry's fastest, most flexible, and cost-effective support tools, including:

- Technical support via telephone and Web during business hours
- Prioritized problem tracking, solving, and correction
- Problem escalation management
- Optional 24/7/365 support for critical technical issues

Aster Data product support also provides constant access to the latest product upgrades, including free maintenance releases and software patches and urgent data correction alerts. All Aster Data customers also receive full access to the Aster Data Support Portal, a comprehensive collection of Web-based technical support resources.

## Support That Works for You

Aster Data support packages include two options that enable customers to select the appropriate level of support for their technical, financial, and operational requirements:

- **Platinum Support:** Our highest-touch support package combines the benefits of the Gold Support plan with value-added, highly personalized account management features, including:
  - ✓ Non-business hours support for Severity Level 0 issues
  - ✓ One-hour response time by Aster Data support engineers for Severity Level 0 issues
  - ✓ Resolutions, workarounds, and fixes to Severity Level 0 issues on demand
- **Gold Support:** Aster Data's Gold Support package includes a variety of cost-effective features designed to satisfy most customers' basic technical support requirements:
  - ✓ **Problem Tracking:** Every problem reported will be assigned a case number to be tracked in Aster Data's call management system. Customers can view and comment on their open tickets in the system. Support engineers will follow up and proactively contact customers to provide case updates and dispositions status until issues are resolved.
  - ✓ **Problem Solving and Correction:** All reported problems will be assigned a severity level, which will be agreed on by both Aster Data support and the customer. Research and engineering work will be performed based on the severity level of the problem.

## Problem Escalation Management

In order to adjust case priorities and focus Aster Data management's attention on customer problems, customers have direct access to an Aster Data support engineer who works with Support Management to provide an action plan.

## Available Releases

Customers who purchase a maintenance plan will receive patch updates and maintenance releases as available. When each maintenance release becomes available, Aster Data support emails an announcement to all customers. Customers will also receive documentation updates and major releases upon request. Pro-active maintenance release announcements will be sent to customers by email.

## Support Offerings

### Premium Support

- Unlimited 24/7/365 telephone support
- Unlimited Web and email support
- Four customer contacts
- Global support service
- Case reports as needed
- Prioritized Problem Tracking
- Problem solving and correction
- Problem escalation and management
- Annual maintenance period
- Maintenance on minor releases
- Product updates

### Basic Support

- Telephone and Web support
- Two customer contacts
- Prioritized problem tracking
- Problem solving and correction
- Problem escalation and management
- Annual maintenance period
- Maintenance on minor releases
- Product updates

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## Contacting Technical Support

Use online resources and email to ask questions and find answers. The answer to your question may already be available online.

If you need to file a critical technical issue, call Aster Data directly:

U.S. toll-free 1-888-962-7730  
Europe toll-free 1-800-948-326  
Monday–Friday  
9 a.m.–6 p.m. your local time (excluding holidays)

### Web Support

- Case Management
  - Knowledgebase
  - Environment Management
  - Contact Management
  - Product Updates
  - Documentation
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## Severity Level Definitions

- **Severity Level 0:** Customer production is down, nonoperational, critical problem, nCluster stopped or system failure or a serious data loss. Support engineers will provide an initial response within one business hour. In an attempt to resolve this problem quickly, a resolution, workaround, or emergency bug fix may be provided after reproducing it in Aster Data's labs. Same day escalation to the Director of Support for an action plan included.
- **Severity Level 1:** Development system is down; nCluster system is operational but a major component or feature is nonoperational, inaccessible, or is not working up to expectations; or a minor data issue has occurred but does not have an immediate impact to the customer's business. Support engineers will initially respond within four business hours and work toward a resolution which may be included in follow-on maintenance releases.
- **Severity Level 2:** A medium-impact problem; software is operational but is experiencing problems or reporting errors. This could also be a configuration error, a minor degradation in the functionality resulting in inconvenience, a software management issue, or a feature request. Support engineers will provide an initial response within eight business hours/one day and work toward a resolution which may be included in a follow-on minor release.
- **Severity Level 3:** A low-impact problem; software is operational but is causing inconvenience; minor errors have occurred that do not materially impact the use of nCluster or require a functionality change. This could also be a feature request, software management enhancement, or a minor error. Support engineers will provide an initial response within 16 business hours/two days and work toward resolution which may be included in a follow-on major release.

## Aster Data Support Plan Details

	Gold Support Plan	Premium Support Plan
Maintenance Period	12 months	12 months
Hours of Support	Normal business days 9 a.m.–6 p.m. Monday–Friday Your local time	24 hours/7 days/365 days Off-hour support for Severity Level 0 problems
Initial Commitment	Within the hours of your support coverage: <ul style="list-style-type: none"> <li>• Severity Level 0: 1 hour</li> <li>• Severity Level 1: 4 hours</li> <li>• Severity Level 2: 8 hours/1 day</li> <li>• Severity Level 3: 16 hours/2 days</li> </ul>	Within the hours of your support coverage: <ul style="list-style-type: none"> <li>• Severity Level 0: 1 hour</li> <li>• Severity Level 1: 2 hours</li> <li>• Severity Level 2: 4 hours</li> <li>• Severity Level 2: 4 hours</li> </ul> Off-hours: <ul style="list-style-type: none"> <li>• Severity Level 0: 1 hour</li> </ul>
Access to Support	During normal business hours: <ul style="list-style-type: none"> <li>• U.S. 1-888-962-7330</li> <li>• Europe 1-800-948-326</li> <li>• www.asterdata.com/support</li> </ul>	During normal business hours: <ul style="list-style-type: none"> <li>• U.S. 1-888-962-7330</li> <li>• Europe 1-800-948-326</li> <li>• www.asterdata.com/support</li> </ul> Off-hours: <ul style="list-style-type: none"> <li>• U.S. 1-888-962-7330</li> <li>• Europe 1-800-948-326</li> </ul>
Authorized Contacts	2 per customer site	4 per customer site
Resolution	Timely responses with a fix, solution, workaround, or an action plan to provide one of the above	Immediate research initiated to provide a fix, solution, workaround, or an action plan to provide one of the above
Escalation Path	Available when not satisfied	Available until resolution
Upgrades/Updates	Corrective maintenance (minor releases: x.X to x.Y) and upgrades for subsequent major product releases (X.x to Y.x) are available	Corrective maintenance (minor releases: x.X to x.Y) and upgrades for subsequent major product releases (X.x to Y.x) are available

*“Aster’s team and support have been outstanding.”*

*Peter Kools, Chief Technology Officer  
aCerno (an Akamai Company)*

### About Aster Data

Aster Data is a market leader in data management and advanced analytics for diverse and big data, enabling the powerful combination of cost-effective storage and ultra-fast analysis of relational and non-relational data. Aster Data nCluster is an analytic platform that incorporates a massively parallel processing (MPP) hybrid row and column database with an integrated analytics engine, allowing application logic to execute with data to deliver breakthrough performance and scalability. Aster Data's solution utilizes Aster Data's patent-pending SQL-MapReduce® to parallelize processing of data and applications and deliver rich analytic insights at scale. Companies including Barnes & Noble, Intuit, LinkedIn, Akamai, Full Tilt Poker, and MySpace use Aster Data to deliver applications such as deep clickstream analysis, recommendation and personalization analytics, real-time fraud detection, and churn analysis.