



Commerce Application Support

Confidence and knowledge. Our Commerce Application Support offer gives you peace of mind knowing that the creators of and experts in Drupal Commerce are always there to help, allowing you to focus on your business. Our Support packages are designed to supplement your existing Drupal site support and ensure that your highest priorities become our highest priorities.

We do more than just consult. We partner with your team to research, repair and deploy solutions for your most challenging issues to ensure that your site is always available.

Commerce Guys
Commerce Application Support
includes:

- Onboarding and Site Audit for Drupal Commerce elements
- Access to the experts in Drupal Commerce (Level 2, 3)
- Support for Drupal Commerce modules (core & bespoke)
- Minor site modifications within support hours available
- 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 Commerce Application Support	Enterprise Commerce Application Support
SUPPORT HOURS AND SLA RESPONSE TIMES		
Support hours per month	4	8
Priority 1 issues	<4 hours	<2 hours (24/7 coverage)
Priority 2 issues	<2 bus days	<1 bus day
COVERAGE		
Business hours for all support issues (9am - 6pm CET or EST)	✓	✓
24/7 for Priority 1 issues		✓
Onboarding	✓	✓
Activity Reporting	✓	✓
Critical Security Updates	✓	✓
Restoration of Commerce Functionality	✓	✓
Commerce Bug Fixes	✓	✓
PRICING		
Initial Set-Up, Audit and Onboarding	£1,900	£1,900
Monthly Cost	£370	£740

Need help picking a package? Got questions?
call us at +44 (0) 20 34356847
for a consultation or custom package estimate today!

Support Priority Levels

Priority 1 (P1) – A catastrophic production problem within the Drupal Commerce software that severely impacts the Partner’s production systems, or because of which Partner’s production systems are down or not functioning, or that results in a loss of production data and no workaround exists. Commerce Guys 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 Commerce software where the Partner’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. Commerce Guys 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 Commerce software that involves partial and/or non-critical loss of functionality, or that impairs some operations but allows the Partner’s operations to continue to function. Problems for which there is limited or no loss of functionality or impact to the Partner’s operation and for which is there is an easy workaround qualify as P3. Commerce Guys will use reasonable efforts per agreed upon SLA to provide a resolution for any P3 problem in time for the next minor release of the software.