# commerce guys

Drupal Application Support

Confidence and knowledge. Commerce Guys' Drupal Application Support leverages our long experience building Drupal websites and writing software to research, resolve and deploy solutions for your most challenging issues making sure your site is always available. We do more than just consult. We get the job done, removing the risk from your Drupal projects while preserving the benefits of using open source software.

Drupal sites with or without Drupal Commerce can benefit from Drupal Application Support. Our team of experts is available to assist you, 24/7, to quickly assess your problem or question and exploit their numerous years of experience solving Drupal issues to get you back to operations fast. We dive into the sites' Drupal functionality, administration, customization, or availability and resolve problems, from wherever they originate.

**Commerce Guys
Drupal Application Support
includes:**

- Comprehensive Onboarding & Site Audit
- First point-of-contact customer service (Level 1)
- Access to the experts in Drupal & Drupal Commerce (Level 2, 3)
- Support for all Drupal & Drupal Commerce modules (core & bespoke)
- Minor site modifications within support hours available
- Service Level Agreements for response times
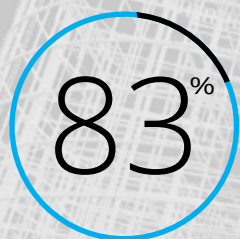
83% *of support survey participants said that their support center is critical or important to their enterprise*

- The New Contact Center Best Practices, Benchmark Portal

Visit us at www.commerceguys.com

SUPPORT PACKAGES

	Standard Drupal Application Support	Enterprise Drupal Application Support
SUPPORT HOURS AND SLA RESPONSE TIMES		
Support hours per month	**8**	**16**
Priority 1 issues 24/7 coverage	<4 hours	<2 hours
Priority 2 issues	<2 bus days	<1 bus day
COVERAGE		
Business hours for all support issues (9am - 6pm CET and EST)	✓	✓
24/7 for Priority 1 issues	✓	✓
Restoration of Site Functionality	✓	✓
Bug Fixes and Small Maintenance tasks	✓	✓
Onboarding and Support Training	✓	✓
Account Manager assigned to your project	✓	✓
Monthly Activity Reporting	✓	✓
Critical Security Update Notification and Instruction	✓	✓
Critical Security Updates Deployed within 24 hours		✓
Updates to core and contrib modules	✓	✓
PRICING		
Initial Set-Up, Audit and Onboarding	£1,900	£1,900
Monthly Cost	£1,440	£2,875

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 software that severely impacts the 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 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 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 site's operation and for which is there is an easy workaround qualify as P3. Commerce Guys will use reasonable efforts to provide a resolution for any P3 problem in time for the next minor release of the software.