



Expert Drupal Commerce Production Support.

Confidence and flexibility. Commerce Guys Support gives you the peace of mind to know that the creators of and experts in Drupal Commerce are always there to help you. As the leading provider of Drupal-based eCommerce solutions and services, we provide enterprise technical support for websites of all sizes in coordination with our Delivery Partners. You can continue your relationship with the company that built your site while adding our commerce expertise, giving you complete coverage with the most cost-effective solution available.

What's provided by your Delivery Partner?

- First point-of-contact customer service
- Support for non-Commerce modules
- Feature enhancements and customizations



What's provided by Commerce Guys?

- Access to the leading experts in Drupal Commerce
- Support for Drupal Commerce modules on live sites
- Advanced support for technical issues related to availability, functionality, and bugs for Drupal Commerce modules
- A Support Contract including Service Level Agreements for response times

Support Packages

Commerce Guys Support is available in three packages, based on your needs. The package you choose should be based on the number of Support Tickets you want, as well as the response time your business requires.

Commerce Support Standard

Access to the Drupal Commerce experts when you need them

Commerce Support Plus

Outstanding Support and Advisory services

Commerce Support Premium

Maximum coverage for minimum worrying

SUPPORT PACKAGES

	Support Standard	Support Plus	Support Premium
COVERAGE			
Business hour coverage for all support issues (8am - 8pm ET)	✓	✓	✓
24-7 coverage for Priority 1 and Priority 2 issues		✓	✓
RESPONSE TIME			
Guaranteed response to Priority 2 and Priority 3 issues within one business day	✓	✓	✓
Guaranteed response time to Priority 1 issues	< 4 hours	< 4 hours	< 2 hours
SUPPORT TICKETS			
Priority 1 (P1), Priority 2 (P2), and Priority 3 (P3) tickets per month maximum	2 (limit 15/yr)	4 (limit 30/yr)	4 P1 and P2 (limit 30/yr)
Unlimited Priority 3 tickets			✓
SERVICES			
Commerce Guys' Advisory Services		1/2day/qtr	1day/qtr
Optional post-issue analysis of Priority 1 issues to prevent future instances			✓

Call us at 1-888-827-7142
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 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 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 Customer’s operation and for which 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.