

## Premier Support

FEATURING HIGH AVAILABILITY FOR APPIAN CLOUD

Appian's Premier Support featuring High Availability gives you peace of mind by ensuring business continuity, 24/7 prioritized technical support, and exclusive cloud services and capabilities that give you the confidence you need to thrive in today's competitive environment. We designed Appian Premier Support with the enterprise customer in mind, packaging a collection of services aimed at ensuring application success.

### PREMIER SUPPORT OFFERING

#### Around-the-Clock Support

With Premier Support, you get access to live technical support all day, every day, including holidays and weekends.

- 24x7x365 support for priority 1 and 2 issues
- 24x7x365 support for launches and migrations
- Expedited response times with strong SLAs

#### Lead Appian Engineer

Our Premier Support customers are assigned a Lead Engineer to partner with you on support matters. This engineer works with you to understand your environment, your processes, and your business goals to provide the following services:

- **Reviewing** all open cases, coordinating with the support engineers assigned to those cases, and proactively escalating when required
- **Hosting** regular calls to review open cases, your project status, and to discuss your upcoming plans
- **Providing** guidance and personalized advice on new release planning
- **Advocating** new use cases with our product teams
- **Coordinating** face-to-face meetings with Appian experts during Appian conference events

#### Premier Capabilities

Appian Cloud customers also receive these valuable enterprise capabilities:

- **Bring Your Own Key (BYOK):** Protect your data with your own encryption key
- **Enhanced Data Pipeline:** Additional capabilities to access your business data using your tools
- **Log Streaming:** Incorporate logs into your consolidated enterprise tools for monitoring and auditing

#### High Availability

Your application is important to you. You will receive High Availability configured for your production instance.

- **Ensure** operation continuity by replicating data and infrastructure across three availability zones within the same geographic region
- **Recovery Point Objective (RPO)** of 1 minute to ensure your data stays available
- **Recovery Time Objective (RTO)** of 15 minutes to ensure your applications stay available in the event of infrastructure failures



## Premier Support Featuring High Availability for Appian Cloud

	<b>STANDARD SUPPORT</b> <small>AVAILABLE TO ALL APPIAN CUSTOMERS</small>	<b>PREMIER SUPPORT</b> <small>FEATURING HIGH AVAILABILITY, 24X7 SUPPORT, AND EXCLUSIVE CLOUD SERVICES</small>
<b>Support</b>	<ul style="list-style-type: none"> <li>✓ Local business hours</li> <li>✓ Phone support</li> <li>✓ Online case management</li> <li>✓ Maintenance services contacts: up to 2 people</li> <li>✓ Live screen sharing</li> </ul>	<ul style="list-style-type: none"> <li>✓ 24x7x365 Support for priority 1 and 2 issues</li> <li>✓ 24x7x365 for launches and migrations</li> <li>✓ Expedited response times with SLAs</li> <li>✓ Phone support</li> <li>✓ Online case management</li> <li>✓ Maintenance services contacts: up to 12 people</li> <li>✓ Live screen sharing</li> </ul>
<b>Lead Engineer</b>	Not Included	<ul style="list-style-type: none"> <li>✓ Proactive guidance</li> <li>✓ New release planning</li> </ul>
<b>High Availability</b>	Not Included	<ul style="list-style-type: none"> <li>✓ Appian Cloud High Availability for 1 production instance</li> <li>✓ RPO of 1 minute</li> <li>✓ RTO of 15 minutes</li> </ul>
<b>Capabilities</b>	<ul style="list-style-type: none"> <li>✓ Standard</li> </ul>	<ul style="list-style-type: none"> <li>✓ Bring Your Own Key (BYOK)</li> <li>✓ Enhanced Data Pipeline</li> <li>✓ Log Streaming</li> </ul>
<b>Resources</b>	<ul style="list-style-type: none"> <li>✓ Appian Community</li> <li>✓ Knowledge base articles</li> <li>✓ Design Guides</li> </ul>	<ul style="list-style-type: none"> <li>✓ Appian Community</li> <li>✓ Knowledge base articles</li> <li>✓ Design Guides</li> </ul>

*“We are a cloud customer and their technical support organization is very good. Their timeliness in addressing issues and questions and technical knowledge is excellent!”*

SENIOR LEAD ANALYST AT CENTURYLINK

SOURCE: TRUSTRADIUS

# Appian

Appian provides a software development platform that combines intelligent automation and enterprise low-code development to rapidly deliver powerful business applications. Many of the world’s largest organizations use Appian applications to improve customer experience, achieve operational excellence, and simplify global risk and compliance.

For more information, visit [www.appian.com](http://www.appian.com)