



Kinetica Enterprise Support

Get access to the latest Kinetica software and direct access to the engineers that build and support it.

RAPID RESPONSE

Customers with active Kinetica support subscriptions receive rapid response from our enterprise support team on all tickets with a targeted response time of less than 1 hour for Critical (Severity 1) cases.

Submit critical cases directly through the support portal, email and phone support.

UNLIMITED SUPPORT TICKETS

Registered users of the Kinetica support portal can submit an unlimited number of support tickets for all supported Kinetica components including: Kinetica Core, Kinetica APIs, Kinetica Connectors and Kinetica Admin.

All team members have access to create, view and comment on cases submitted through the Kinetica support portal.

SOFTWARE UPDATES

Customers with active Kinetica support subscriptions have full access to all major and minor releases.

All software releases can be downloaded from Kinetica.com and activated with a license key provided by the account team.

KINETICA PROVIDES CUSTOMERS WITH mission critical support offerings available as **24x7** and **8x5** annual subscriptions with comprehensive technical support and software updates.

Feature Description	8x5 Support	24x7 Support
Access to full catalog of Kinetica documentation and tutorials	✓	✓
Online ticket creation via support.kinetica.com	✓	✓
Business hours 8x5 coverage	✓	✓
24x7 support coverage	–	✓
Mission critical response: L1–60min, L2–2Hrs	–	✓
Development escalation priority	–	✓
Global handoffs for critical issues	–	✓
Root cause analysis	✓	✓
Unlimited support tickets	✓	✓
Remote support	✓	✓

For more information on Kinetica and GPU-accelerated databases, visit kinetica.com