



Dynatrace Support Policy

December 2015

Dynatrace Technical Support Engineering Team

The Dynatrace Support team consists of seasoned technical professionals dedicated to helping you optimize your Dynatrace solutions. Dynatrace Technical Support Engineers are solution experts who provide advanced configuration and troubleshooting of software and services provided to customers. The Support team will manage and resolve your advanced technical issues, or escalate the issues to Engineering and Product Management as needed.

Support Services Overview

Dynatrace offers two levels of support for its customers: Standard and Premium. Standard support is available for customers that are current on their maintenance renewals and SaaS subscriptions. The following table provides an overview of the two support levels.

Level of Support	Standard	Premium
Hours of operation	Monday – Friday 9am – 5pm Local Time* (major holidays excluded)	24x7x365
New versions / updates / fixes	★	★
Access to documentation and Best Practice guides	★	★
Full access to the Dynatrace Community	★	★
APM University	★	★
Technical Support (online ticket submission through the Dynatrace Community)	★	★
Customer Service (Premium Support phone hotline)		★

Level of Support	Standard	Premium
Faster Initial Response SLA		★
Priority ticket handling		★
Early Access Program		★
Extended software updates		★

1. Local Time defined by the time of day at the location of the customer creating the support ticket.
 2. Specific named holidays and dates are available in the [Dynatrace Community](#).

Standard Support

Standard Support provides access to Dynatrace's award-winning *Dynatrace Community*, a 24/7 online customer portal that brings together an active community forum, documentation, thousands of knowledgebase articles, APM University where you can advance your APM career, and an integrated support ticket management system that provides insight throughout the engineering and product management teams. Access to our Technical Support team is available Monday through Friday between 9am and 5pm, local time. Initial contact response targets are based on the severity of the issue.

Standard Support also includes access to the latest software fixes in the form of Service Packs for products that are installed in the customer location, and support for older legacy versions beyond their generally available release dates, as shown in the table:

Severity	Application Monitoring (App Mon)	Data Center Real-User Monitoring (DC RUM)
All severity levels	18 months	24 months

Premium Support

Premium Support includes all benefits of Standard Support plus 24x7x365 access to Technical Support Engineers. Premium customers also have the convenience of inbound phone support to open and receive update on tickets through the Premium Support Hotline. Other benefits include:

- **Stricter Initial Response SLAs** – Severity 1 tickets have an initial response target of two hours. Severity 2 tickets have an initial response target of four hours. (Of course, the Support Engineers are held to a higher expectation.)

- **Priority Handling of Cases** – Tickets are handled ahead of Standard Support tickets. This ensures the fastest solution to your reported question or issue.
- **Early Access Program** – Premium Support customers are offered the opportunity to be included in the review of new features and capabilities before they become generally available.
- **Software Updates** – Support and software fixes for critical defects (Severity 1) are available (beyond Standard Support) as shown in the table:

Severity	Application Monitoring (App Mon)	Data Center Real-User Monitoring (DC RUM)
Severity 1	24 months (+6 months)	36 months (+12 months)
Severity 2-4	18 months	24 months

Customers interested in learning more about Premium Support should contact their Customer Success Manager or Sales Account Representative.

Web-based Customer Portal

The Dynatrace Community is your first and fastest resource to get advice, direction, and answers for your questions or issues. Starting with self-service can decrease or even eliminate the wait time required for a Support Engineer to follow up. Access to the Dynatrace Community is available at <http://community.dynatrace.com>. Below are some of the features of the Dynatrace Community:

- Ask a question in the product forums.
- Read or download product documentation.
- Search the knowledge bases.
- Search for and download fixes to known problems.
- Order or download maintenance and new product releases.
- Open a support ticket if a solution cannot be found in the Dynatrace Community.
- Watch free training modules and get certified in APM University.

Online Ticket Submission

Support tickets can be entered 24x7x365 from within the Dynatrace Community. Tickets will be handled by their severity, level of support the customer is subscribed to (Premium or Standard), and the order in which they are received. A Support Engineer will provide a response within the stated initial response time to ensure that your issue is handled in a timely manner.

Phone Support

Phone access to Support Engineers is available only with a Premium Support subscription /entitlement. To help accelerate the resolution of an issue, it is recommended that the customer first create a support ticket via the Dynatrace Community to capture all relevant information, screenshots, etc. prior to calling a Technical Support; however, this is not required. For Standard Support customers, inbound telephone support is not available. A support engineer may choose call back if this method is required to properly handle the reported issue in the online ticketing system.

Language Support

To provide the highest level of service to our customers, all technical support will be conducted in English. This allows all tickets to be efficiently handled by the entire Technical Support team, and it offers quick escalation to the Engineering teams if needed. Tickets or phone calls taken in languages other than English will be translated and handled in English throughout the resolution of the ticket. Service Levels will not be enforced for tickets that are submitted in other languages.

Supported Versions / Products

Dynatrace is committed to providing effective and reliable support for its products. This includes communicating early about the planned end of life for a given version as well as providing manageable upgrade paths. Standard Support is only offered for product versions that are within the support timeframe. The supported versions are documented on the Dynatrace Community under **Support Levels and End-of-Life Policy**, posted for each product.

Software Updates and Fixes

Dynatrace customers that are current on their maintenance fees are entitled to receive all new releases of licensed software products as they become generally available, and are entitled to receive all updates and revisions to the licensed software products including updates to the product documentation.

Dynatrace will attempt to correct or replace the licensed software under the maintenance plan and /or provide services necessary to remedy programming errors attributable to Dynatrace.

Severity Classification

The following table outlines the severity definitions for both SaaS based offerings as well as products that are deployed on-premises within a customer's environment. The severity classification is the degree of impact that an issue has on operation of a component or system or how this affects the ability to achieve the intended business usage of the product. The table below provides a high-level definitions of the different severity levels. (Note that Customer Support may adjust the severity level if the initial severity does not match the definitions below. In such cases, the customer will be notified with an explanation for why the change was made.)

Visit the Dynatrace Community to see a detailed description by product area: Application Monitoring (AppMon) & User Experience Management (UEM), Datacenter Real User Monitoring (DC-RUM), and Synthetic Monitoring).

Severity	Description
1: Critical	The Dynatrace product or service is down, the monitored production application is down, or there is a major malfunction resulting in business revenue loss and a critical impact to the service affecting a majority (>90%) of users as a result of a Dynatrace product or service issue. No workaround is available.
2: Severe	A significant loss of major functionality or a performance degradation results in a severe impact for a significant number (>50%) of users. No reasonable workaround is available.
3: Moderate	A moderate loss of product functionality or performance issue impacts multiple (<50%) users or may have unexpected results. A reasonable workaround is available.
4: Low	A feature of the service is not functioning correctly, but with little or no impact on production applications, data quality, or data access. This may also be an inquiry regarding a routine technical issue, a general question, an issue reported in an end-of-life product or legacy product version, or an issue that is resolved in later releases.

Initial Response Time / Escalation

Initial response time is the time within which customers will receive confirmation of receipt of an inquiry, including a ticket tracking number, and an expectation as to when a resolution or update should be expected. Initial response times are determined by the severity of the issue and level of support the customer is entitled to.

Customers may request that a ticket be escalated if the subject of the request involves a system critical issue or an extremely complex problem, or an unreasonable amount of time has elapsed with no resolution after the escalation thresholds have passed. To escalate a ticket, the customer should submit their escalation request within the Online Ticket Management system. This request should include the reason for the escalation request.

The following table provides a summary of the Initial Response targets for Standard and Premium Support:

Severity	Initial Response	
	Standard	Premium
1: Critical	4 business hours	2 hours
2: Severe	Next business day	4 hours
3: Moderate	2 business days	Next business day
4: Low	4 business days	4 business days

Reporting an Issue

Opening and Updating Support Tickets

Outlined below are steps you can take, when possible, to make your interaction with the Technical Support team more effective. The more detail that you can provide about an issue, the quicker the support team can troubleshoot and resolve the issue. Tickets will be handled in the order of their severity, level of support, and the order in which they were received.

- **Online Support Ticket System** – After searching for a solution in the Dynatrace Community (<http://community.dynatrace.com>), create a support ticket by entering all required information in the Dynatrace Online Support Ticket System. Be prepared to enter the following information:
 1. **Product Name** – Selecting the proper product from the available list will ensure that the ticket is researched by the best technical resource.
 2. **Product Component** – Select the specific area within a product.
 3. **Affected Version** – If applicable, provide the version and build number for the software component experiencing the issue, as well as basic hardware specifications including operating system, version, and patch level.
 4. **Summary / Description** – Provide as many other details about the issue as possible, including any co-existing issues that you may be experiencing with your application, or any recent updates or changes that may have been made to your application. Provide the results of any troubleshooting measures you may have already undertaken, or the steps that can be followed to reproduce the issue.
 5. **Severity** – Selecting the correct Severity will ensure that the issue is handled in the proper order and is solved within the appropriate resolution time. (Note that the responding support engineer may reduce the initial severity level if the ticket does not meet the severity criteria as defined above.)
- **Phone Call** – If you have purchased Premium Support and are calling about a Severity 1 or Severity 2 support ticket, be prepared to:
 1. Provide your previously assigned Dynatrace support ticket number.
 2. Provide all the information listed above (**On-Line Ticket System**) or any changes to information that had already been included in the ticket
 3. Provide any additional details about your issue since you were last in contact with the Technical Support team.
 4. To ensure proper handling and access for Premium Support customers, provide an account PIN or other form of account identification.

Access to Support Services

Access to Dynatrace' Maintenance Program, including all Support Services and the APM University, requires an active maintenance or subscription contract. Customers with these contracts, specifically all of their respective employees and partners involved in the use of their properly licensed Dynatrace products, have unlimited access to these resources.

Timely renewal of these contracts is key to ensure access remains uninterrupted. Customers with auto-renewal commitments in their maintenance agreements, who have affirmed continued Support Services, can be assured that their access to these resources will not be hindered due to any reasonable delays in purchasing processes. For those without auto-renewal commitments, delays in providing proper purchase authorization to Dynatrace may hinder access to Support Services, as well as SaaS-based portals. Please contact your Dynatrace Customer Success Manager, or Renewal Specialist, for more information related to this.

Information

For the most up to date information on Dynatrace support, visit <http://community.dynatrace.com>.

Please direct questions about your Dynatrace product or comments on this document to:

Dynatrace Customer Support

<https://community.dynatrace.com/community/display/SUPPORT>

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Dynatrace is the innovator behind the new generation of Application Performance Management. Our passion: helping customers, large and small, see their applications and digital channels through the lens of end users. Over 5,700 organizations use these insights to master complexity, gain operational agility, and grow revenue by delivering amazing user experiences.

