

# Activate a dedicated team of experts to go beyond break / fix

## PREMIER SUPPORT

### Benefits

- Dedicated team of premier support experts for accountability and resolution
- 24x5 Coverage for Premier Team-Based Model
- Support offerings designed for strategic and complex customers
- Continuous case management and resolution
- Proactive issue avoidance with best practices
- Increased cluster stability
- Reduced S1 case frequency and case cycle time

Cloudera Premier Support delivers enhanced services from dedicated team of expert resources to ensure your organization has optimal support to meet your business requirements and allow you to focus on driving value from your data. Premier services go beyond break / fix support to provide enterprise class technical expertise and proactive support.

The services are delivered by a team of dedicated expert engineers with in-depth expertise to provide targeted services to maximize reliability and stability. Our team of Premier Support Engineers will offer support management, case & technical reviews and facilitate cross-functional communication within Cloudera so we can best meet your needs quickly and efficiently.

### Proactive Support

- Access to PSE team trained on customer context, allowing proactive engagement to enhance reliability and stability
- Escalation prevention and management
- Critical milestone planning
- Case and technical reviews

### Technical Expertise

- Access to dedicated Senior Premier Support Engineering (PSEs) Teams that deliver rapid case resolution
- Accelerated access to subject matter experts, engineering and product management
- Industry best practices and recommendations to help avoid downtime before problems arise
- Early identification of critical issues

### Enterprise-class

- Prioritized case resolution
- Dedicated escalation path from case creation to resolution
- Focused on uptime and SLA
- Root cause analysis

### Premier Support Engineer (PSE) Function

With Premier Support, you will have access to a dedicated team of expert Premier Support Engineers (PSEs) that are focused on supporting rapid case resolution, delivering proactive, high-value services based on their deep understanding of your business, data driven workloads and Cloudera deployment. All customers have access to a team of PSEs 24 hours a day, 5 days a week based on their local business week.