Signature Customer Support

Minimizing issue impact while maximizing the value of your Collibra investment

Signature Support is the highest level of support available to Collibra customers. Designed for customers who want a personalized and prioritized experience, Collibra Signature Support includes an assigned product expert who understands your unique environment and business needs to advocate on your behalf.

This high-touch engagement accelerates and de-risks your use cases and business objectives with expedited resolution to support issues in order to successfully achieve faster business results.

> **This was truly outstanding service and we really appreciate the devotion by [our dedicated engineer] and the team.**
>
> **Collibra IT customer**

Benefits

Highly skilled, dedicated resource
Maximize your Collibra investment with your assigned resource who champions your technical needs

Accelerated business and end user adoption
Expedite your business objectives and use cases with best practice and product guidance

Highest support priority and fastest resolution times
Minimize the impact of technical issues with expert level priority engagement

Reduced business and project risk
De-risk your investment in Collibra technology with proactive guidance and recommendations

Signature Support value beyond Standard Support

Value	Feature	Standard	Signature
Highly skilled technical advocate	Named Support Engineer		**Yes**
	Documented environment		**Yes**
Priority support	Support ticket routing	**Standard**	**Priority**
	Expedited engineering assistance		**Priority**
	Support hours for ticket submission	**Regional 8/5**	**24/5 (24/7 Urgent)**
	Response SLAs	Sev 1: 2 business hours Sev 2: 4 business hours Sev 3: 1 business day	Sev 1: 15 minutes Sev 2: 2 business hours Sev 3: 4 business hours
	Target Resolution SLA (Cloud Customers)*		**Sev 1: 4 hours**
Accelerated adoption	Coaching services		**24 hours/year**
	Use case guidance		**As requested**
	Support status report		**As requested**
	Standardized business review		**Quarterly**
Reduced risk	Regulary scheduled support cadence		**Weekly/Biweekly**
	Knowledge share sessions		**As requested**
	Product health review		**Biannual**
	Support operations review		**Biannual**
	Upgrade support		**As requested**

Key terms

Regularly scheduled support cadence: Weekly/biweekly meetings with your Support Engineer and technical team to drive issue resolution and use case progress

Expedited engineering assistance: Prioritized engineering engagement to quickly solve complex technical issues

Coaching services: In-depth discussions on complex 'how-to' questions and customizations to accelerate business solutions

Knowledge share sessions: Focused, customer specific education sessions to advance your team's product knowledge

Use case guidance: Technical guidance on use cases and solutions

Product health review: Evaluate and improve the health of your Collibra environment with customized recommendations

Upgrade support: Technical oversight and best practices to mitigate potential obstacles