Essential Support

A tailored support experience for small and medium-sized enterprises.

What is Essential Support?

Skuid's Essential Support Service (ESS) is designed to meet the distinct needs of small and medium-sized businesses.

Essential Support provides customers access to a pool of Skuid-certified support engineers who use a secure case management system to understand and resolve client problems.

Why Essential Support?

Skuid offers two levels of certified support, **Essential Support** and **Premium Support**.

Essential Support is designed for small and medium-sized enterprises and offers customers access to Skuid-certified engineers who work as partners to solve support issues through a secure case management system within managed response times.

Premium Support is designed for large enterprises and offers clients higher levels of interaction through dedicated support engineer assignments, enhanced reporting, and support account planning.

In addition to formal support offerings, the **Skuid Community** allows Skuid users of all levels to share insights, feedback, and offer advice to fellow Skuid users. The Skuid Community is also monitored by Skuid resources who provide answers to key questions and inform users of upcoming releases and issues that may impact the community at large.

What's included with Essential Support?

Phone support
Essential Support customers identify two named contacts who have access to Skuid support 18 hours a day, five days a week. Weekday coverage includes 3am–9pm ET (9am–3am CET).

If a customer requires support outside regular business hours, this can be arranged through the Skuid professional services team.

Access to case management system
Two named contacts will have direct access to a secure case management system to submit, review, and privately track issues.

Named contacts should have administrator access and a thorough understanding of their software systems.

Customers will work with a pool of support contacts who will correspond with them about their cases as they progress through the system. Customers will also be able to view an entire history of their Essential Support cases.

At any given time, customers may view a Plan of Action, including the current issue status, next steps, and upcoming customer contact by accessing Skuid's cloud-based support case management system.

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Technical Support Engineer (TSE) case management

The TSE team will partner with each customer leveraging the case management system to monitor and report on status and drive each case to resolution.

Quarterly case reporting

Case history reporting for Essential Support customers will be provided on a quarterly basis to recap issues, trends, and potential areas of improvement.

Access to pool of Skuid-certified Support Engineers

Essential Support customers have access to a pool of skilled Skuid-certified engineers who will partner with each customer to answer questions, troubleshoot concerns, reproduce issues, and drive issues to resolution.

Service level goals (SLGs)

When initiating a new case with Skuid, the customer will establish the urgency required for their specific issue.

The Skuid support team will respond based on the following guidelines:

Level I	Critical	Same day
Level II	Urgent	Next business day
Level III	High	Two business days
Level IV	Low	As soon as reasonably possible

Annual support cases limit

Essential Support customers are allotted a maximum of 30 cases per year. This allows Skuid to maintain a high quality of service at a very reasonable price.

If a solution has been designed/deployed properly, and is administered by a knowledgeable end user, 30 cases or less is sufficient to enable customer teams.

Essential Support offers customers a quarterly report that highlights all open and closed cases per quarter. If we see an unusually high level of support activity, a Skuid Customer Success Manager will work to understand why and suggest ways to lower usage.

If a customer approaches the 30 case limit during the first year, Skuid support will evaluate whether a different support offering would be a better fit at renewal.

Global services offerings

Professional Services can assist in scoping, designing, and implementing stable Skuid solutions.

Educational Services help customers become proficient in building solutions using essential Skuid functions.

Technical Support helps customers maintain their current Skuid environment and provides break fix solutions when product issues arise.

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