

Proactive and Predictive Support for Every Stage of Your Journey

Cloudera Government Support offers three levels of support dedicated to your success as you build and expand your enterprise data cloud platform. We work with you through every phase of your journey to Cloudera Data Platform (CDP)—from initial design through deployment and ongoing maintenance and optimization. With Cloudera Government Support, featuring the industry’s only proactive and predictive support capabilities, you’ll experience more uptime, faster issue resolution and delivery of all the features you care about, as well as better performance for your mission-critical applications.

Cloudera Government Support Levels

Features	USCUSS	Premier	Premier Plus
Customer Advocate	✓		
Cloudera Cleared Support		Up to 25 onsite visits/year	Up to 50 onsite visits/year
Cloudera Designated Support Engineer (DSE)		25% dedicated; 4:1 customer ratio; up to 10 onsite visits/year	50% dedicated; 2:1 customer ratio; up to 20 onsite visits/year
Cloudera Premier Support Engineer (PSE)		✓	✓
Premier Center of Excellence (CenEx)		✓	✓
VIP Live Education Sessions		✓	✓
24x7 Hours of Operation (Severity Level 1)	✓	✓	✓
8x5 Hours of Operation (Severity Level 2-4)	✓	✓	✓

Best-in-Class Support from the Leader in Enterprise Data Platforms

- End-to-End Coverage
- Flexible Support
 - 24x7 (Monday-Sunday) Severity 1 Cleared Support
 - 8x5 (Monday-Friday) Severity 2-4 Cleared Support
- Support for Workflows & Escalation Process
- Ongoing Account Health Checks
- Air Gap Tooling for Sensitive Data
- Proactive Support Throughout Lifecycle
- Scheduled Cloudera Enterprise & Manager Releases
- Thorough Documentation
- Rich Knowledge Base on Core Technical Topics
- Solution Guides & Production Summaries
- Community Advocacy

Cloudera Government Support provides cleared US Citizens on US soil experts for every Cloudera offering—from the edge to AI—including all legacy Cloudera and Hortonworks components.