

StrongDM Service Tiers

We offer three different support tiers, select what's right for you based on the needs of your organization.

	Bronze	Gold	Platinum
Support			
Support Portal	✓	✓	✓
Email	9AM-8PM EST Mon-Fri	24/7, 365 Days	24/7, 365 Days
Video	9AM-8PM EST Mon-Fri	9AM-8PM EST Mon-Fri	24/7, 365 Days
First Response SLA	2 business days	1 business day	1 hour
Quarterly Support Ticket Review	✗	✓	✓
Education			
StrongDM University	✓	✓	✓
Instructor Lead Training	✗	4x/year	12x/year
Customer Success			
Monthly Office Hours	✓	✓	✓
Assigned Customer Success Manager	✗	✓	✓
Assigned Customer Success Engineer	✗	✗	✓
Deployment Plan	✗	✓	Custom
Quarterly Business Review	✗	✓	Custom