Protect your business-critical systems
with technical support from the team behind EventStoreDB.

Join our growing list of enterprise clients, including:

Pre-production support for PoC and development

We want you to be successful in implementing EventStoreDB from the get-go.

That's why we offer a pre-production support plan for development environments. It's ideal for Proof of Concept and pilot projects, and you'll have access to the Event Store team who'll be on hand to answer any issues you encounter in the early stages of your EventStoreDB project.

Main features:

- ⊘ Development support tickets (non-production related)
- ⊘ Advice on configuring EventStoreDB server
- ⊘ Support with first-party clients
- ⊘ Commercial version of EventStoreDB, which includes:
    - ⊘ Priority fixes
    - ⊘ Guaranteed commitment to fix bugs

Commercial support for production systems

Helping you keep EventStoreDB running smoothly and up-to-date in production.

With Production level, our standard level of support for production environments, the team at Event Store are here to help you with a range of topics, from advice on production deployment topology to configuring the server for optimum performance. And you can choose from either next- or same-day response to suit your business requirements.

Main features:

- Development and production support tickets
- Advice on configuring EventStoreDB server
- Support with first-party clients
- Commercial version of EventStoreDB, which includes:
    - Priority fixes
    - Guaranteed commitment to fix bugs

- Urgent production support
- Operational tools
- Upgrade support
- Best practice advice:
    - Performance
    - Deployment topology

EVENT STORE.

Enterprise support for business-critical systems

Protecting you with 24×7 support & the fastest response times.

With Enterprise level, our top level of support for business-critical production environments, the team at Event Store are dedicated to keeping your systems running smoothly and therefore any issues you face will be given higher priority with the development team. We'll release custom builds for you if your issue can't be resolved as a standard bug fix. And you can choose from either 8- or 2-hour response to suit your business requirements.

Main features:

- ⊘ Development and production support tickets
- ⊘ Advice on configuring EventStoreDB server
- ⊘ Support with first-party clients
- ⊘ Commercial version of EventStoreDB, which includes:
  - ⊘ Priority fixes
  - ⊘ Guaranteed commitment to fix bugs

- ⊘ Urgent production support
- ⊘ Operational tools
- ⊘ Upgrade support
- ⊘ Best practice advice:
  - ⊘ Performance
  - ⊘ Deployment topology
- ⊘ Custom builds for urgent fixes

How do the support plans work?

- Your team get login access to our online support portal

- Log a ticket if you have a question or encounter an issue

- Our team will respond within your SLA response time

- Updates and responses can be tracked on the support portal

- We'll recommend modifications you can make to your implementation, or look to apply fixes in the code base.

- Tickets will be escalated if the first-line response team can't resolve, with EventStoreDB developers assisting when required

- You'll have a dedicated Customer Success Manager for service-related queries

- And you'll be provided with a login and packagecloud token for the commercial version and operational tools

- Annual invoicing for your support contract (or rolled into your monthly invoice if you're an Event Store Cloud customer)

Pricing

	Pre-Production	Production		Enterprise	
Annual price	$1499	$6999 + $1699 per cluster	$12499 + $1699 per cluster	$24999 + $1699 per cluster	$49999 + $1699 per cluster
Support availability	9am, to 5pm* Monday to Friday**	9am, to 5pm* Every day	9am, to 5pm* Every day	All day Every day	All day Every day
Response time	**Next business day*****	**Next day*****	**Same day*****	**8 hours**	**2 hours**
On-prem and ES Cloud	✓	✓	✓	✓	✓
Developer support tickets	✓	✓	✓	✓	✓
Production support tickets		✓	✓	✓	✓
Fix commitment		✓	✓	✓	✓
Custom builds				✓	✓

* All times refer to London, UK time.   ** Excluding England and Wales bank holidays.   *** For tickets received by 2pm.