

New Relic Premium Support

DESIGNATED SUPPORT CUSTOMER EXPERIENCE MANAGER

Support Customer Experience Manager (“SCXM”) will act as the New Relic Support liaison, providing multiple communication forums and engaging other New Relic resources, as needed.

- **Designated SCXM:** Access to a team of support resources, who monitor issues, provide coverage 6am–5pm Monday through Friday (excluding holidays) and manage timely support ticket escalation and resolution.
- **Agent Version Governance:** If applicable, SCXM will proactively review agent release notes with Customer, provide guidance and assistance to help the Customer maintain a consistent global deployment.
- **Ticket Reviews and Office Hours:** SCXM will conduct meetings with Customer as needed to discuss open issues, track critical milestones and discuss ad hoc questions regarding the Customer’s implementation.

HEALTHCHECK SERVICE

Providing ongoing coaching, training, and troubleshooting for our core performance monitoring solutions—including New Relic APM, New Relic Browser, New Relic Mobile, and New Relic Infrastructure—New Relic HealthCheck Service helps your team increase their skills and knowledge and your business accelerate its return on investment.

With broad and deep experience in delivering performance monitoring and analytics solutions to Fortune 100 companies, we apply our experience and knowledge to your New Relic deployment to deliver periodic reviews, audits, and application assessments.

- **Twice quarterly performance audit report:** Our solution architect identifies potential application performance issues from your end-user to your infrastructure (for example, JS errors, backend database calls, external service calls, uncaught errors and exceptions, scalability issues, CPU/memory consumption, and so on) and recommends corrective actions in a monthly report.
- **Performance troubleshooting:** Twice annually our experts guide your team through troubleshooting sessions, demonstrating how to use relevant features to identify and resolve issues.

- **Office hours:** As part of our HealthCheck Service, you get a monthly virtual office-hour with New Relic practitioners and technical leaders. During these sessions, our experts answer product-related questions, coach your staff on advanced techniques, and make recommendations for your team and its leaders. We also hold open Q&A to encourage team collaboration.

TICKET INITIAL RESPONSE-TIME SLAS WITH SUPPORT QUEUE PRIORITY

Three (3) hour initial response for non-critical tickets, one (1) hour initial response for Critical tickets, defined as Customer’s business operations are severely impacted due to New Relic with no available workaround; or there is a critical security issue (“Critical”). Also, priority routing of the Customer’s support tickets.

PREMIUM SUPPORT COVERAGE	INCLUDES
Explorers Hub/NRU/Docs/Portal	✓
Hours of Operation	24/7 × 365
Response Time	3 hours Standard/1 hour Critical
Communication Methods	Web/Email/Phone/Slack/Chatter/etc.
Priority Ticket Routing	✓
Designated SCXM	✓
Product and Support Issue Management	✓
Escalation Management	✓
Weekly Status Meetings	✓
QBRs	✓
Health Check	✓
Two Application Reviews per Quarter	✓
One Office Hour per Month	✓
Two 2-Hour Troubleshooting Sessions	✓