

Anaconda Enterprise Premium Support

Anaconda Premium Support offers additional training and support resources for your Anaconda Enterprise deployment, helping you get maximum value from your investment. This is provided in addition to Anaconda Standard Support.

ITEM	STANDARD SUPPORT	PREMIUM SUPPORT
1-day live Anaconda Enterprise Administrator training for up to 20 students delivered via web conference	-	Yes
1-day live Anaconda Enterprise Data Science training for up to 20 students delivered via web conference	-	Yes
Advanced professional services support provided by phone, email, or web conference**	-	Up to 12 hours annually
Access to Anaconda Support via phone, email, and website. SLA terms apply*	12x5	12x5 24x7* Sev 1 only
Average support requests submitted per month	Up to 5	Unlimited
Designated support contacts (within your organization)	1 to 2	Up to 5
Assigned customer success manager (CSM) to: <ul style="list-style-type: none"> • Maintain ongoing team meetings • Identify and triage escalations • Host regular business reviews • Keep you apprised of product roadmap changes 	-	Yes
Early access to Anaconda Enterprise roadmap and review with Anaconda product team	-	Yes

*Please review the Anaconda Support Datasheet for information on the Service Level Agreement. For the time period beyond the Standard Support 12x5 hours (Monday to Friday, 6am to 6pm Central US time), only Critical "Sev 1" issues are covered by Premium Support.

Training and Professional Services

Additional training seats, in-person training, and professional services are available at an additional cost.

** See your sales representative for details.