



PUT YOUR DATA IN ORBIT

Support Coverage Statement

As per Pydio Support policy, if you are a licensed customer, you get Level 3 support, with unlimited incidents

We support	We do not support*
Diagnosis of bugs	Custom code development or debugging
Bug reports	Technology preview features
Bug fixes	System and network design
Workarounds for existing identified bugs	Installations / Migrations
License Migrations	Job Optimizations
How to questions	

*Contact your Pydio Sales Representative for assistance with these issues

- Support and bug-tracking via the Enterprise Customer Dashboard
- Unlimited incidents during the course of a valid subscription (reasonable use)
- Guaranteed response time : 6 hours, 09h30-17h30, 5/7 business days

Implementation

If you need assistance with implementation or configuration of Pydio, or if you wish to have advanced remote connection support for complex troubleshooting, we have add on packages for you.

- Remote connection sessions to install or configure your Pydio set-up
- Advanced LDAP/AD/Auth support
- Complex troubleshooting caused due to unique system integrations

For more information
services@pydio.com